



A picture of Sprint's website for Relay Hawai'i has been provided below.

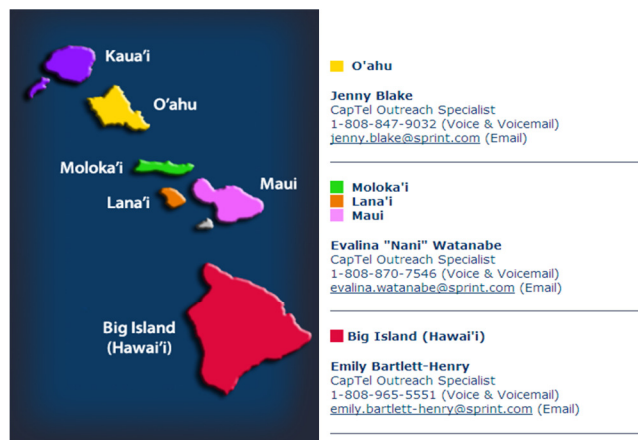


Figure 70 - Relay Hawai'i Website

### ***Hawai'i CapTel Website***

Sprint understands that some CapTel users may not identify themselves as traditional relay users. In order to tailor information directly related to CapTel users, Sprint provides a separate website dedicated to Relay Hawai'i Equipment Program (RHEP) and CapTel-related information. Sprint provides a direct e-mail link to contact the Sprint Hawai'i Account Manager and CapTel Outreach Specialists for comments, concerns, or commendations related to Captioned Telephone services. Additional information includes:

- ◆ Assistance selecting the best CapTel solution for the caller
- ◆ Instruction on various call-types
- ◆ Updates on new services and technology
- ◆ Video clips and Video-logs (VLOG) of how to use a CapTel phone
- ◆ Application forms and information on how to order a CapTel phone
- ◆ CapTel Contact Information including Outreach Specialists (as seen below)





A screenshot of the Hawai'i CapTel website has been provided below.

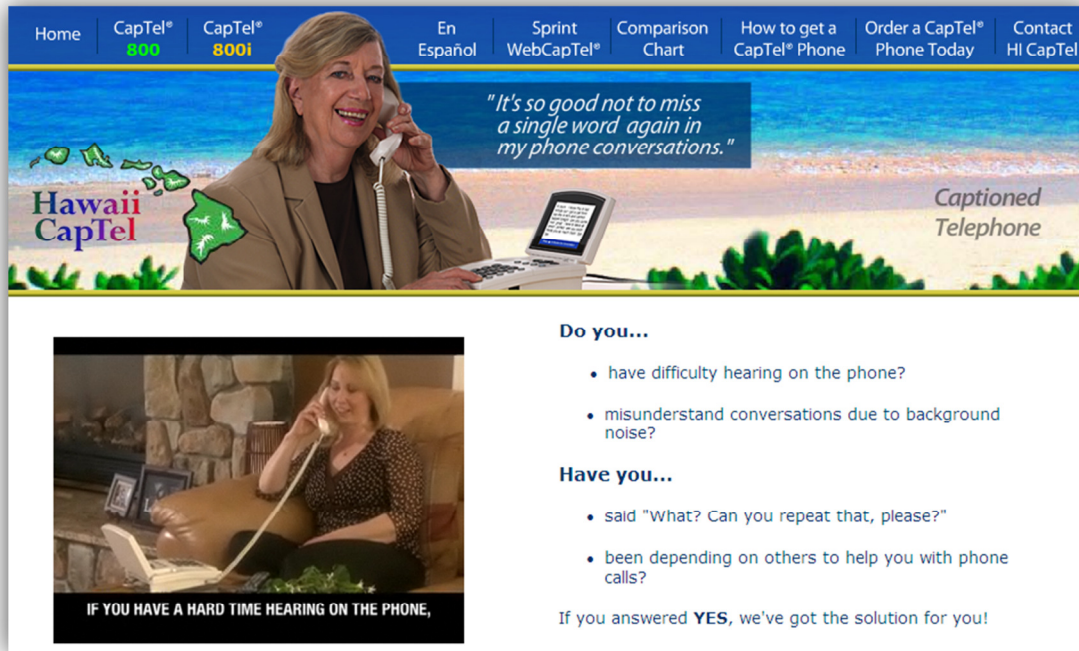


Figure 71 – Hawai'i CapTel Website

### 2.12.2 Community Outreach

Offerors should also provide examples of community outreach activities that would be part of an account representative's normal duties, including but not limited to: (1) efforts to inform and educate the deaf, hard-of-hearing and speech-impaired community about the services offered, equipment options, and complaint procedures; and (2) efforts to inform and educate the non-disabled population, including businesses and government agencies about the services and the types of calls they may expect to receive or initiate.

Sprint has read, understands and will comply.

#### History of Successful Outreach Program

Sprint and the PUC have a long history of developing and delivering an effective Community Outreach program supporting Relay Hawai'i. Sprint is proud of the Outreach Program that we have cultivated over the years. Many of these programs are not available through other providers or in other states including the following accomplishments.

Figure 72 provides a condensed list of significant Community Outreach events during the current contract term for Relay Hawai'i.



	Type of Community Outreach	# of Attendees	Location
Starbucks Events	Demonstrations	Varies (70+)	Oahu
Annual Deaf Santa Event	Informational	100+	Oahu
CapTel and Wireless Workshops	Presentations, Demonstrations	16	Kauai
Assistive Technology Resource Center of Hawai'i	Exhibit, Demonstrations	40	Oahu
26 <sup>th</sup> Annual Hawai'i Seniors Fair: The Good Life Expo	Exhibit, Presentations, Demonstrations	21,000	Oahu (NBC)
Maui County 36 <sup>th</sup> Annual Senior Citizens Health Fair	Exhibit, Demonstrations	300	Maui
26 <sup>th</sup> Annual Pacific Rim Conference	Exhibit, Presentations, Demonstrations	990	Hawai'i Convention Center
Deaf Awareness Mini-Fair	Exhibit, Demonstrations	150	HawCC, Hilo
ASAD State Conference	Exhibit	250	Oahu
CapTel Tour	Demonstrations		Maui, Kona, Hilo, Molokai, Lanai, Winward CC,
Town Hall Meeting	Presentations, Demonstrations	25	HSDB
AARP Hawai'i Caregiver's Conference	Exhibit, Demonstrations	600	Waikiki
SPIN conference	Exhibit, Demonstrations	250	Oahu
Deaf-Blind Task Force Meeting	Presentations	20	Oahu

Figure 72 – Relay Hawai'i Community Outreach Event Highlights

Sprint has provided several examples of Outreach activities which have taken place in Hawai'i under the current contract as seen below and on subsequent pages.



Relay Hawai'i at the Assistive Technology Resource Center



Deaf Starbucks Event



CapTel Presentation



Sprint co-sponsored the annual "Yes, Virginia, There is a Deaf Santa Claus!" at Pearlridge





Miss Teen Outstanding & Miss Deaf Hawai'i Queen



Lisa Tom and Ed Teixeira, Vice Director of State Civil Defense (Launch event)



2009 Lisa Tom with an Interpreter



2010 CapTel Outreach Specialist and team

Hawai'i Seniors' Fair: The Good Life Expo, Inc.



Subcontractor demoed Sprint Video 4G



Demoed Qik via HTC EVO at Deaf Starbucks

### ***Sponsorships***

Relay Hawai'i proudly sponsored the following organization's activities where Relay Hawai'i was promoted or advertised under current contract:

- ◆ Annual "Yes, Virginia, There is a Deaf Santa Claus!" At Pearlridge
- ◆ Annual Pacific Rim Conference on Disabilities
- ◆ Na Kuli Kauai Deaf Club potluck
- ◆ Hawai'i Center for the Deaf and the Blind (HCDB) High School graduation
- ◆ Aloha State Association of the Deaf State Conference and Miss Deaf Hawai'i Pageant
- ◆ Big Island Deaf Community Monthly meeting
- ◆ Maui Deaf Community gathering
- ◆ Pinky Tells a Real Story (VRS) performance
- ◆ The Power and Influence of Communication Accessible Conference

### ***Additional Outreach Activities***

Some Outreach activities to promote Relay Hawai'i that took place under the current contract are listed below:

- Deaf Starbucks at Kahala Mall (to promote Relay Hawai'i services and products, SMVRS, SprintIP, and 4G devices monthly)
- Promoted Relay Hawai'i Services and products at town hall meetings and the Aloha State Association of Deaf General meetings
- Launched new services related to Emergency Notification System (ENS) and Relay Conference Captioning (RCC) in the neighbor islands
- Presented ENS workshop to middle and high school students at Hawai'i School for the Deaf and the Blind (HSDB)
- Relay Hawai'i's 5<sup>th</sup> Birthday Celebration and Appreciation
- Exhibited at the Hawai'i Successful Transitions in Diverse Environments (STRIDE) conference
- Held a TTY workshop to staff at the Life Foundation, Inc.
- Presented to the Vocational Rehabilitation staff from the Statewide about the overview of Relay Hawai'i services and products, especially ENS and RCC
- Presented about the ENS program at Emergency Preparedness for People with Disabilities hosted by Disability and Communication Access Board (DCAB) and State Civil Defense
- Exhibitor at Family Leaving Vacation seminar at HSDB
- Exhibitor at Hawai'i's Caregiver Conference hosted by AARP
- Exhibitor at Making Life Accessible thru Technology hosted by DCAB



- Exhibitor at Assistive Technology of Resources Center (ATRC) Open House
- CapTel and Wireless Devices workshops in Molokai and Lanai
- CapTel and 4G Tours in Neighbor Islands
- Annual Hawai'i Seniors' Fair: The Good Life Expo, Inc.
- Presented to the Deaf studies class about overview of Relay Hawai'i services and products at Kapi'olani Community College (KCC)
- Presented to present Public Health Nursing (PHN) staff and Nurses about ENS program at the Statewide Emergency Preparedness: Capacity Building to Address Vulnerable Populations Conference
- Exhibitor at Maui County 36th Annual Senior Citizens Health Fair
- Exhibitor at Hawai'i Community College for Deaf Awareness Mini-Fair
- Supported National Tradeshows on the mainland
- Exhibitor at the Annual Pacific Rim Conference
- Celebration of Sprint's 20<sup>th</sup> Anniversary

### ***Marketing Efforts***

Relay Hawai'i's marketing efforts under the current contract include promotion in the following venues:

- ◆ Emergency Preparedness E-News for Individuals with Disabilities and Special Health Needs in the July 2010, Issue 10 under Disability and Communication Access Board (DCAB)
- ◆ Deafnewshawaii link and FaceBook related to 4G teasers and Sprint Relay announcements
- ◆ Calendar announcements about CapTel and 4G workshops via Kauai newspaper
- ◆ Short announcement via radio media about CapTel workshops (Maui and Big Island)
- ◆ Sent out updated CapTel brochures to some hearing aid centers, audiologists' offices and seniors' organizations
- ◆ Sprint Captioned Telephone: An Innovative Telephone for Individuals Experiencing Difficulty Hearing phone article in:
  - Aloha Pumehana (Dec. 2010) - Elderly Affairs Division Quarterly Publication
  - St. Francis Legacy Report (Employee newsletter) under St. Francis Healthcare Foundation of Hawai'i
  - Generations Magazine
- ◆ Revised and updated ongoing Relay Hawai'i website which will add vlogs
- ◆ Added new Hawai'i CapTel website ([www.hawaicaptel.com](http://www.hawaicaptel.com)) which will add VLOGS (Video Logs)
- ◆ Updated CapTel phone application forms
- ◆ Updated Relay Hawai'i Equipment Program application form and guidelines

### **Additional Marketing Resources**

In addition to the Account Manager the following individuals may also support the Community Outreach program:

- In-state Outreach Specialists;
- CapTel Marketing Manager Chameen Stratton,
- Wireless Account Executive Kenneth Goulston,
- Sprint Relay Director Mike Ellis;
- Manager of Customer Care John Moore;
- Manager of Product Development and Marketing Damara Paris;
- Sales Branch Manager Maggie Schoolar;
- Sales Executive Jim Skjeveland;
- Key industry representatives who will educate potential users on Sprint's behalf;



- Sprint TRS Customer Service team;
- Sprint CapTel Customer Service team;
- Sprint Relay Marketing and Development team; and
- Corporate Marketing and Brand Departments.

### ***Relay Hawai'i Outreach Specialists***

The Outreach Specialist Program is a supplemental Outreach vehicle to promote and accelerate the use and understanding of Relay Hawai'i. This is done to reach out to underserved populations who can benefit from Relay Hawai'i and provide feedback to improve services. Sprint contracts with organizations and individuals who are themselves users, to act as Outreach Specialists.

The Outreach Specialist Program has been successfully implemented in Hawai'i assist by providing services including, but not limited to:

- ♦ Presentations
- ♦ On-site training
- ♦ One-to-one Assistance
- ♦ Small group sessions
- ♦ Workshops
- ♦ Exhibits
- ♦ Website links to [www.RelayHawaii.com](http://www.RelayHawaii.com)
- ♦ Brochure and poster distribution
- ♦ Assistance with conferences and conventions

Relay Hawai'i currently employs the following Outreach Specialists:

- Jenny Blake, CapTel Outreach Specialist – Oahu
- Evalina “Nani” Watanabe, CapTel Outreach Specialist – Maui, Molokai, Lanai
- Emily Bartlett-Henry, CapTel Outreach Specialist – Big Island
- Jonah Carino, Relay Hawai'i Outreach Specialist
- Eric Dela Pena, Relay Hawai'i Outreach Specialist.

### **Outreach Efforts to Promote Relay Hawai'i in New Contract**

Sprint will continue to work closely with the HI-RAC to educate the public about TRS. Through Outreach activities, Sprint will accommodate all communication needs identified, including but not limited to the provision of Sign Language Interpreters, Oral Interpreters, and Real-Time Captioners.

- ♦ Sprint will customize Relay materials and tailor activities to meet the promotional needs identified by the State. Prior to production and/or distribution of any Outreach materials, approval will be sought from the State.
- ♦ Sprint will work with the Local Exchange Companies to ensure that all telephone directories carry appropriate information about the Relay Hawai'i Service in bold type.
- ♦ Sprint will work in cooperation with the Local Public Safety Answering Point (PSAP) personnel and Statewide Emergency Response Associations to promote community education, which reinforces TRS awareness.

Sprint's Outreach plan for 2011 and beyond will target the following Relay consumer populations:

- Deaf
- Hard-of-Hearing (VCO or CapTel phone users)
- Speech-Challenged (HCO users)
- Late-Deafened Adults





- Parents of Deaf, Hard-of-Hearing, and Speech-Challenged Children
- Senior Citizens
- Speech-to-Speech users (STS)
- Hawai'i businesses
- People without hearing loss
- Other potential users of Relay Hawai'i
- Deaf-Blind
- Public Schools – Elementary, Middle and Senior High Schools
- Universities

Outreach activities conducted by Sprint will enable the residents of Hawai'i not only to become familiar with TRS, but to learn about new Relay technologies available. The following functions are ideal for advertising and Outreach:

- ◆ Meetings with user organizations distribute promotional materials
- ◆ Presentations to Businesses and Community Agencies
- ◆ Workshops to Hawai'i Public School students, allowing hands-on use of Relay equipment to help increase understanding of TRS for the Deaf, Hard-of-Hearing, and Speech-Challenged
- ◆ Informal meetings with Senior Citizens such as hospitals, nursing homes, Senior Citizens Day Care, Parks and Recreation
- ◆ Tradeshows
- ◆ Articles in local newsletters
- ◆ Media advertisements through newsletters such as Pacific Business News
- ◆ All Public Relations activities promoting the use of Relay Hawai'i Service information will consist of, but not be limited to:
  - Procedures for using the Relay Hawai'i service
  - Helpful tips for users prior to placing a call
  - Instructions on how to use Relay with answering machines and voicemail systems
  - Educating users on dialing 9-1-1 directly in the event of an emergency
  - Accessing Relay Hawai'i through pay phones
  - FAQs related to common issues encountered by Relay users
  - Educating the community on the relationship between the State and the TRS provider

Sprint will capitalize on the following to educate current and future Relay consumers:

- Educational Workshops
- Presentations to Elementary, Middle, and High School students within the State of Hawai'i and its islands
- Presentations at local Community Colleges and Universities
- Presentations at town hall meetings and community forums
- Relay Hawai'i Brochures
- Relay Hawai'i Instructional Pamphlets
- Hands-on use of Telecommunications equipment
- Equipment Distribution Program
- Training videos
- Group discussion for Q and A
- Information about ASL and Deaf Culture

### **Business-Related Workshops**

Workshops will be provided to local businesses, churches, disability agencies and social organizations to increase Community Awareness of TRS communication options.



Businesses will receive the following:

- ◆ Explanation of the ADA
- ◆ Relay Hawai'i brochures and instructional pamphlets
- ◆ PowerPoint presentations
- ◆ Hands-on use of telecommunications equipment
- ◆ Brochures on Deafness/Hearing Loss
- ◆ An Educational workshop about ASL and the Deaf Community

### **Business Conventions**

Sprint will attend conventions to provide updated TRS information to current Relay users and to educate non-Relay users. The following will be made available to attendees:

- Brochures
- Instructional flyers
- Promotional items such as magnets, pens, balloons, etc.
- Business cards
- Viewing of training videos
- Hands-on use of telecommunication devices
- Explanation of TRS

Below are some ideas under consideration for Outreach programs under the new contract:

- ◆ See What I am Saying (SWIS) screening in the neighbor islands
- ◆ Deaf Awareness Week or Month
- ◆ Host cultural events
- ◆ Senior Citizens events
- ◆ "Speech Language workshop/conference
- ◆ "Relay Services in Paradise"
- ◆ "Understanding of Relay Hawai'i Services" (example: Asian community).

### **Targeted Marketing**

---

#### ***"Get Unplugged" Campaign***

2011 is an exciting time for Relay users in Hawai'i. Mobile options for Relay are becoming a reality. With 4G implemented in many Hawai'i cities, Hawai'i will be one of the first states in the nation with the ability to offer true mobility to its citizens.

To support SMVRS and Wireless CapTel by Sprint (to be released in Spring 2011), Sprint plans to host seminars throughout the State which will include orientation and training on new services, product offerings, upgrades and enhancements.

Sample flyers promoting SMVRS and Wireless CapTel have been provided on the following pages.

## Away from home or the office? Get fast connections wirelessly.



Imagine a world where you can connect to a video interpreter or a friend on a videophone anywhere using a wireless device! So grab your Samsung Epic™ 4G smartphone or a laptop with a 3G/4G broadband modem and say goodbye to wires!



### Sprint Mobile VRS App

Download this app for free at  
[www.sprintvrs.com](http://www.sprintvrs.com)

A videophone in the palm of your hands is now a reality thanks to Sprint Relay. The NEW Sprint Mobile VRS app is available specifically for the Samsung Epic™ 4G!



> scan to download app



- Point-to-point video on the go
- Connect to any videophone
- Videomail
- Available in 3G, 4G or Wi-Fi
- [www.sprintvrs.com/supports/mobile\\_vrs\\_app](http://www.sprintvrs.com/supports/mobile_vrs_app) for more information on the Sprint Mobile VRS app.
- Visit the Sprint Relay Store for the unlimited 3G and 4G data only plans for the deaf and hard of hearing at [www.sprintrelaystore.com](http://www.sprintrelaystore.com)

Follow us on:



[facebook.com/sprintrelay](https://facebook.com/sprintrelay)



### Sprint Video 4G Software

Download this software for free at  
[www.sprintvrs.com](http://www.sprintvrs.com)

Sprint Video 4G software is compatible with Mac and Windows PCs. A high-speed Internet connection or wireless network is required.



- Connect to any videophone
- 3-way video conferencing
- Address book
- Videomail
- Text chat
- [www.sprintrelaystore.com](http://www.sprintrelaystore.com) to purchase a broadband modem
- [www.sprintvrs.com](http://www.sprintvrs.com) for more information on the Sprint Video 4G software



[twitter.com/sprintrelay](https://twitter.com/sprintrelay)

Experience4G

Although Sprint IP Fed IP, Sprint IP using IM, VRS CapTel and WebCapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/911 services. By using Sprint IP Fed IP, Sprint IP using IM, VRS CapTel and WebCapTel for emergency calling you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP Fed IP, Sprint IP using IM, VRS and WebCapTel whether caused by the negligence of Sprint or otherwise. Coverage not available everywhere. Sprint 4G is available in over 70 markets and counting, on select devices. Not all services available on 4G and coverage may default to 3G/separate network where 4G unavailable. The 3G Sprint Mobile Broadband Network (including roaming) reaches over 283 million people. Offers not available in all markets/retail locations or for all phones/networks. Other restrictions apply. See [www.sprintrelaystore.com](http://www.sprintrelaystore.com) for details. ©2011 Sprint. Sprint and the logo are trademarks of Sprint. Android, Google, the Google logo and Google Search are trademarks of Google Inc. Other marks are the property of their respective owners.

Requirements to use Sprint Video 4G Software: High-speed internet is required to use the Sprint Video 4G software (i.e. cable, DSL, T-1). Desktop, laptop, or notebook computer with webcam or built-in cam. PC: Windows 2000/XP/2003/Vista/ Windows 7 (including 64 bit version). Linux 9.0 or higher. P4/2.0 GHz (audio/high-res video calls). 1GB Ram (2GB recommended on Vista). 30MB hard-disk space. Macintosh: Mac OS X 10.5 Leopard or higher. 1GB Ram (2GB recommended on Vista). 30MB hard-disk space. Although Sprint IP Fed IP, Sprint IP using IM, VRS and WebCapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/911 services. By using Sprint IP Fed IP, Sprint IP using IM, VRS and WebCapTel for emergency calling you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP Fed IP, Sprint IP using IM, VRS and WebCapTel whether caused by the negligence of Sprint or otherwise. ©2011 Sprint. Sprint and the logo are trademarks of Sprint. Other marks are the property of their respective owners.

SMVRS Flyer



**Wireless CapTel® by Sprint!**

*Imagine a world where even someone with hearing loss can make calls using a wireless phone.*

*Wireless CapTel by Sprint (a free Android app) will allow individuals the opportunity to make and receive calls just like anyone else, plus receive the support of captions. Reconnect with Sprint CapTel!*

- Free app provides word-for-word captions for your wireless device.
- Special pricing plans available for newly purchased wireless devices.
- Works on 3G, 4G or WiFi service with select Android 2.2 (or better) smartphone.
- Available in early 2011.
- For more information, go to [sprint800.com/wireless](http://sprint800.com/wireless)

Wireless CapTel by Sprint is an Internet-based Relay service. Although this service can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Wireless CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, delays, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Wireless CapTel, whether caused by the negligence of Sprint or otherwise. Other restrictions apply. For details, see [www.sprint800.com](http://www.sprint800.com). Coverage not available everywhere. Sprint 4G network reaches 65 markets and counting, on select devices. Sprint 3G network (including roaming) reaches over 277 million people. See [sprint.com](http://sprint.com) for details. ©2010 Sprint. Sprint and logos are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.

Wireless CapTel by Sprint Flyer

### ***711 Campaign***

Sprint will continue to market 711 services for Relay Hawai'i. Specific marketing materials for 711 [including TTY, CapTel telephone, Voice-Carry-Over (VCO), Hearing-Carry-Over (HCO), Speech-to-Speech (STS), and Video Relay Service (VRS)] will be designed to increase public awareness. Sprint's Relay Hawai'i Account Manager will work with the HI-RAC to collect feedback for marketing materials and identify publications for advertising. 711 Public Service Announcements will be aired on local television stations.

### ***CapTel Campaign***

Specific marketing materials for CapTel services and devices will be designed to increase public awareness. The Relay Hawai'i Account Manager will work with the HI-RAC and the Commission to collect feedback on marketing materials and to identify publications for advertising. CapTel Public Service Announcements will be aired on local television stations and other media advertisements.

### ***Marketing to Deaf-Blind users***

Promotional materials will be available in standard Braille and large print, as well as visual aids, to provide a greater understanding of how to utilize Relay Hawai'i Services.

### ***Speech-to-Speech Publicity***

Sprint recognizes the importance of publicity campaigns to educate the community on the unique telecommunication needs of the Speech-Disability community. Sprint will partner with an advertising agency to develop marketing strategies to increase public awareness on this valuable service.

Sprint will continue to present information on STS services at statewide conferences and conventions along with information and literature on this specialized service. Sprint will be available to consult





with and train on STS awareness, thereby raising awareness and understanding of Speech-to-Speech services.

Additionally, Sprint will support activities of community agencies such as:

- ◆ Technology Expos
- ◆ Rehabilitation Association Conferences
- ◆ Independent Living Conferences
- ◆ Hawai'i Speech-Language-Hearing Association (HASHA)
- ◆ Governor's Council on Disability
- ◆ Mayor's Committees for People with Disabilities
- ◆ Hawai'i Center for Independent Living (HCIL)

### ***Samples of Outreach and Advertising***

Sprint has provided samples of Relay Hawai'i Outreach and Advertising materials as Appendix K.

### **2.13 Reports**

**The Selected Service Provider shall provide a monthly report with the monthly billing statement which will enable the Commission to monitor whether the relay service is meeting each of the FCC and Commission performance standards. The report shall also include summary information on complaints received and their resolution as well as information on specific complaints, when appropriate. When applicable, the monthly report should include information on any hardware procedural or service enhancements made to the Relay service. After receiving authorization from the Commission, the Selected Service Provider may request designation of certain written reports as proprietary, consistent with the Commission's practice and procedures.**

Sprint has read, understands and will comply.

Sprint will continue to provide monthly reports along with all required monthly billing statements. This will enable the Commission to monitor and assure that Relay Hawai'i is meeting each of the FCC and State performance standards. These reports will include summary information on complaints received and their resolution, as well as information on specific complaints, when appropriate. Sprint understands that monthly reports should include information on any hardware, procedural or service enhancements made to the Relay Service. Should Sprint determine that any portion of its reports to the State is deemed to be confidential, Sprint will follow the practice and procedures identified by the PUC.

Sprint would be happy to provide sample reports, upon request.

### ***ANI-based CapTel billing***

In addition, Sprint is excited to announce that it will upgrade the CapTel portion of the Relay Hawai'i reports to be based on the caller's telephone number (ANI) rather than previously, as based on the customer's equipment to be more consistent with other TRS billing and emerging industry trends. While this new reporting structure does not change the layout of the reports themselves, it could slightly lower the number of Hawai'i CapTel billable minutes as billing would be now based on location. The majority of states have implemented this new model of the telephone numbers of the calling and called party are used to determine jurisdiction.



#### **2.14 Commission Required**

**Prior to providing TRS, the Selected Service Provider must hold a certificate of authority to provide telecommunications services in the State pursuant to chapter 269, Hawaii Revised Statutes, and chapter 6-80, Hawaii Administrative rules.**

Sprint has read, understands and will comply.

Docket number 94-0005 with the Hawai'i Public Service Commission dated May 17, 1994, Order number 13262 grants Sprint the authority to provide telecommunications services in the State of Hawai'i.

#### **2.15 Additional Services**

**This RFS specifies minimum requirements for the State's Relay services. Nothing in this section or other sections of the RFS is intended to prohibit the Selected Service Provider from offering additional services to users. Offerors should specify any additional services that will be provided and the additional cost per call minute for which additional points may be awarded by the evaluation committee.**

**The Commission may approve additional services the course of the contract, provided that the Selected Service Provider provides the Commission with sufficient justification for the additional service along with a complete cost benefit analysis.**

Sprint has read, understands and will comply.

For the past five years, Sprint has worked closely with the Commission and launched new services as they have been introduced in the industry. There are two new products that that we feel are valuable communication and safety tools which we would like to introduce to users in Hawai'i.

One of these is Relay Conference Captioning, which provides full functional equivalency for conference calling. The other is Emergency Notification for the Deaf and Hard-of-Hearing community. Pricing for both of these services are included in Appendix H – Pricing for Relay Hawai'i Service.

#### **Relay Conference Captioning**

As a part of its proposal, Sprint will provide up to 2,500 minutes of the Relay Conference Captioning (RCC) service at no charge. This specialized service is designed to provide equal access for Deaf and Hard-of-Hearing business and professionals to participate fully in conference calls.

Sprint's RCC service is currently offered to the Federal Government and its employees, State governments and businesses across the United States. Traditionally, there has been limited access to Captionists and Interpreters in Hawai'i, particularly on some of the Islands. This service will fill a specific need in the State whereby the service can be provided at a remote location separate from the Deaf or Hard-of-Hearing person.

RCC is offered by Caption Colorado Inc. Founded in 1991, Caption Colorado is a Limited Liability Company registered in the State of Colorado. Using the same Stenocaptioners that produce closed-captioning for live television, news, sports and weather, RCC users receive live, real-time text streamed to any Internet-connected computer.

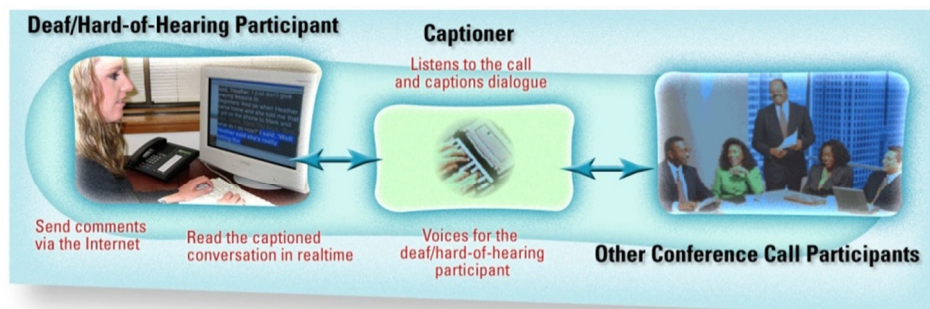
Conference calls are becoming more and more prevalent in the work environment. More workers rely on teleconferencing as a normal course of business. RCC provides the tools for Deaf and Hard-of-Hearing individuals to fully participate in multi-party conference calls with Sprint's RCC service.



RCC Captioners use Stenocaptioning equipment to keystroke the words as they are spoken. This method of Stenocaptioning, similar to court captioning, allows real-time Captioners the ability to caption up to 250 words-per-minute with amazing accuracy. RCC offers:

- ◆ Increased understanding of meeting discussions
- ◆ Immediate delivery of live captioning
- ◆ The ability to join in conference calls anywhere there is an Internet-connected computer, including but not limited to:
  - Dial-up Internet
  - PCS Broadband Card
  - Wi-Fi Hotspot
  - Ethernet-based connection (High speed access is not required)
- ◆ Text transcript upon request
- ◆ Shorter calls than with traditional Relay service
- ◆ No special software is required

To use RCC, the user simply logs on to the website and enters a Personal Identification Number (PIN). The RCC Captioner relays the text via the internet. In the same manner as a traditional TTY relay call, the RCC user types their conversation and the RCC Captioner reads the message during the conference call as demonstrated in the diagram below.



### ***Hours of Operation & Scheduling***

There is currently a staff of over 100 RCC Captioners providing RCC services for Sprint Relay. Sprint RCC guarantees technical and captioning support for conference calls with 24-hour advance notice. For events with less notice, Sprint cannot guarantee coverage but will attempt to accommodate the request.



Currently, all Sprint RCC calls are scheduled using the online ordering system. To order, the RCC user completes two steps:

- ♦ Step 1 – The user can arrange for a conference call or conference bridge number with their telecom services provider. Sprint RCC does not provide conference bridge call-in numbers, only the relay portion of the call.
- ♦ Step 2 – The user will complete a one page online ordering form that includes the date, time, conference bridge information, and contact information.

An example of the Scheduling Screenshot page follows in Figure 73.

**Relay Conference Captioning**

Enter Your Event ID  **Join Event**

**Contact Information**

First Name  Last Name

Phone  E-Mail  (Enter only one address)

Alternative contact information

**Event Information**

Teleconference Phone Number  Access Code

Event Title or Subject Matter

Event Notes

**Date and Time of Event**

Begin Time:  8:00 AM

End Time (Est.):  8:00 AM

Timezone:  Hawaii

**Transcript Options**

☐ Retain copy of the transcript on server

☐ Destroy transcript after event to protect my confidentiality

**Participant Options**

☐ Allow participants to view transcript

☐ Allow participants to view & save transcript

☐ Participants cannot view or save transcript

**Other Options**

☐ Ensure security with SSL Encryption

☒ I am willing to be contacted for quality assurance purposes

(click only once) **Place Order** **Cancel**

Figure 73 – Example Scheduling Screenshot

Once the service is requested, e-mail verification will be sent to the user to confirm the request has been received and a PIN will be assigned. At the time of the call, the RCC user will log onto the website and enter the PIN to view the text portion of the call.





### ***Service Reliability***

As with all of our TRS products, Sprint RCC meets rigorous reliability standards. Each RCC Captioner works remotely from each other and therefore real-time Captioners are not subject to the same electrical, ISP, telephone, and facility challenges that a traditional Call Center Services experience.

When one RCC Captioner is unable to perform an assignment, a 24 hour-per-day scheduling staff member immediately reassigns the job to another RCC Captioner standing-by. Using proprietary software, the RCC Captioner will caption a call and the scheduling system will arrange for a back-up real-time Captioner at the appropriate time. This process ensures top speed and accuracy, resulting in greater customer satisfaction.

### ***Call Confidentiality***

Sprint RCC Captioners, staff, management, and supervision teams operate under FCC, Sprint Relay, and Caption Colorado company standards to maintain confidentiality. Unless compelled under lawful order, no customer information or data obtained in the provision of the service will be sold, distributed, shared, or revealed in any way.

### ***Call Transcripts***

One benefit of the RCC service is that if requested, each relayed call can generate a full conference call transcript. In order to ensure confidentiality, the RCC user scheduling the service must indicate prior to the start of an event if they wish for a transcript to be made available. If so, the RCC user may grant participants of the call permission to view the transcript as well and/or save the transcript to their individual computers. Meeting transcripts can be immediately saved after a call and e-mailed to attending and absent participants and documentation of the conversation can be maintained for company and regulatory needs.

### ***Call Length & Quantity***

Sprint RCC will support any number or length of calls that occurs during the specified hours of operation.

Sprint has determined that RCC Captioners are able to effectively support events up to 1 1/2 hours without diminished accuracy. A process has been developed that allows the RCC Captioner to hand-off live calls to a relief RCC Captioner for extended calls. This technology permits the RCC Captioner hand-off without disruption or interruption to the captioned event.

### ***RCC Quality Assurance Program***

The quality of captioning is a direct result of the quality of work performed by RCC Captioners. Therefore, the cornerstone of the Quality Assurance Program is reflected in the following components of a plan designed to aid, support and encourage RCC Captioners in providing the highest quality captioning and service for our customers.

- ◆ Clearly specified Quality and Performance Standards for RCC Captioners.
- ◆ Clearly specified company Captioning Procedures and Policies.
- ◆ Standard and special training for all RCC Captioners as needed.
- ◆ Forum for sharing captioning ideas and tips. Customer Support Guide available to Captionists for support and for answering questions.
- ◆ Monitoring and Quality Review Program to continually assess the quality and consistency of captioning and to provide specific constructive suggestions to RCC Captioners.
- ◆ Once a real-time Captioner meets the speed and accuracy targets, they are selectively assigned projects and training staff reviews completed work and compares to the targets.



- ♦ As real-time Captioners continue to meet and exceed expectations, they are placed on a less frequent inspection schedule.

### ***Customer Feedback***

Below are comments from RCC users (specific identifying information has been removed):

“I AM ABSOLUTELY DELIGHTED WITH THE AVAILABILITY OF FEDERAL RELAY CONFERENCE CAPTIONING. THE NEAR REAL-TIME ACCURACY GIVES ME CONFIDENCE TO SPEAK UP IN CONFERENCE CALLS THAT I COULD NEVER HAVE HAD WITHOUT THIS TYPE OF SUPPORT. THIS IS A REAL BOON IN PRODUCTIVITY FOR HARD-OF-HEARING EMPLOYEES WHO NEED TO PARTICIPATE IN TELECONFERENCES REGULARLY.”

“THIS WAS OUR FIRST TIME USING THIS SERVICE AND FRANKLY, WE WEREN'T SURE WHAT TO EXPECT. THE PROCESS WAS QUICK AND EASY TO USE AND THE CAPTIONER DID A GREAT JOB DESPITE OUR CONFUSING LANGUAGE, NUMEROUS ACRONYMS AND FREQUENT FUMBLING WITH THE MICROPHONE. THANKS FOR PROVIDING THIS GREAT SERVICE.”

“I WANT TO THANK YOU SO MUCH FOR YOUR CLOSED CAPTION RELAY SERVICE. I HAVE USED IT SEVERAL TIMES AND IT'S REALLY WONDERFUL TO HAVE THIS SERVICE.”

### **Hawai'i Emergency Notification System for Deaf and Hard-of-Hearing Community (ENS)**

Sprint will continue to offer the option for the PUC to offer Emergency Notification System. **In January of 2009, Hawai'i, with Sprint as its provider, once again set the bar for other States by becoming the first State to offer an Emergency Notification System (ENS) for its Deaf and Hard-of-Hearing citizens in the event of a natural disaster or other emergency impacting the islands.** This program was developed specifically for Hawai'i and the Hawai'i State Civil Defense (SCD) supported the implementation of this service.

“THE PURPOSE OF THIS LETTER IS TO VOICE OUR CONTINUING AND STRONG SUPPORT FOR THE SERVICES SPRINT RELAY HAWAII PROVIDES....WE HAVE RELIED HEAVILY UPON THE SERVICES OF SPRINT RELAY HAWAII FOR THE PAST EIGHT YEARS WHICH PROVIDES EMERGENCY ALERT NOTIFICATION TO THE DEAF, HEARING IMPAIRED, AND LATE-DEAFENED COMMUNITY.”

EDWARD T. TEIXEIRA, VICE DIRECTOR OF CIVIL DEFENSE, STATE OF HAWAII DEPARTMENT OF DEFENSE



During emergencies, users receive an alert message from Hawai'i State Civil Defense from the text/SMS number 313131. This location-based messaging solution does not track an individual's location, thus ensuring subscriber location privacy. For example, if an Oahu resident is visiting the Big Island and there is an emergency that affects those currently on the Big Island, that Oahu resident (in addition to the Big Island subscribers) will be notified. The ability to send geographically targeted messages on the Islands is a critical component of the proposed notification system.

Figure 74 below illustrates a flyer advertising the availability of ENS for Relay users in Hawai'i.

**“ Can I receive SMS/text messages about a natural disaster, such as a tsunami or any other emergency impacting the islands on my Blackberry, Treo, or other wireless device? ”**

**Relay Hawaii (711)**

[www.relayhawaii.com](http://www.relayhawaii.com)

**Yes, you can!**

**Emergency Notification System (ENS) for the Deaf and Hard of Hearing community** offers text notification that allows Hawaii citizens to receive emergency text messages on any wireless device.

For more information, go to:  
[www.relayhawaii.com](http://www.relayhawaii.com)  
or contact LisaAnn Tom,  
Relay Program Manager, at  
[relayhawaii@sprint.com](mailto:relayhawaii@sprint.com)

  **Sprint Relay**

ENS is provided by Sprint Relay, as regulated by the Hawaii Public Utilities Commission. Hawaii State Civil Defense supports the implementation of this service.

Figure 74 – Flyer for Relay Hawai'i Emergency Notification Service

### **High reliability**

Our Subcontractor, Altering Solutions, Inc., maintains direct and redundant connections with Sprint's network to provide the highest reliability, highest throughput and lowest latency possible for critical message transmission.

- ◆ These connections are backed with Service Level Agreements (SLAs) that guarantee performance.
- ◆ Greater reliability and a faster delivery rate make a difference in delivering critical messages in times of high volume traffic, such as in times of crisis.



- ◆ Longer message text with embedded graphics provides instructions, not just warning.
- ◆ Text based messages longer than SMS limitations, along with the ability to embed graphics, provides useful information to the subscriber. The recipient is also able to receive audio files to the phone for Visually-Impaired individuals.

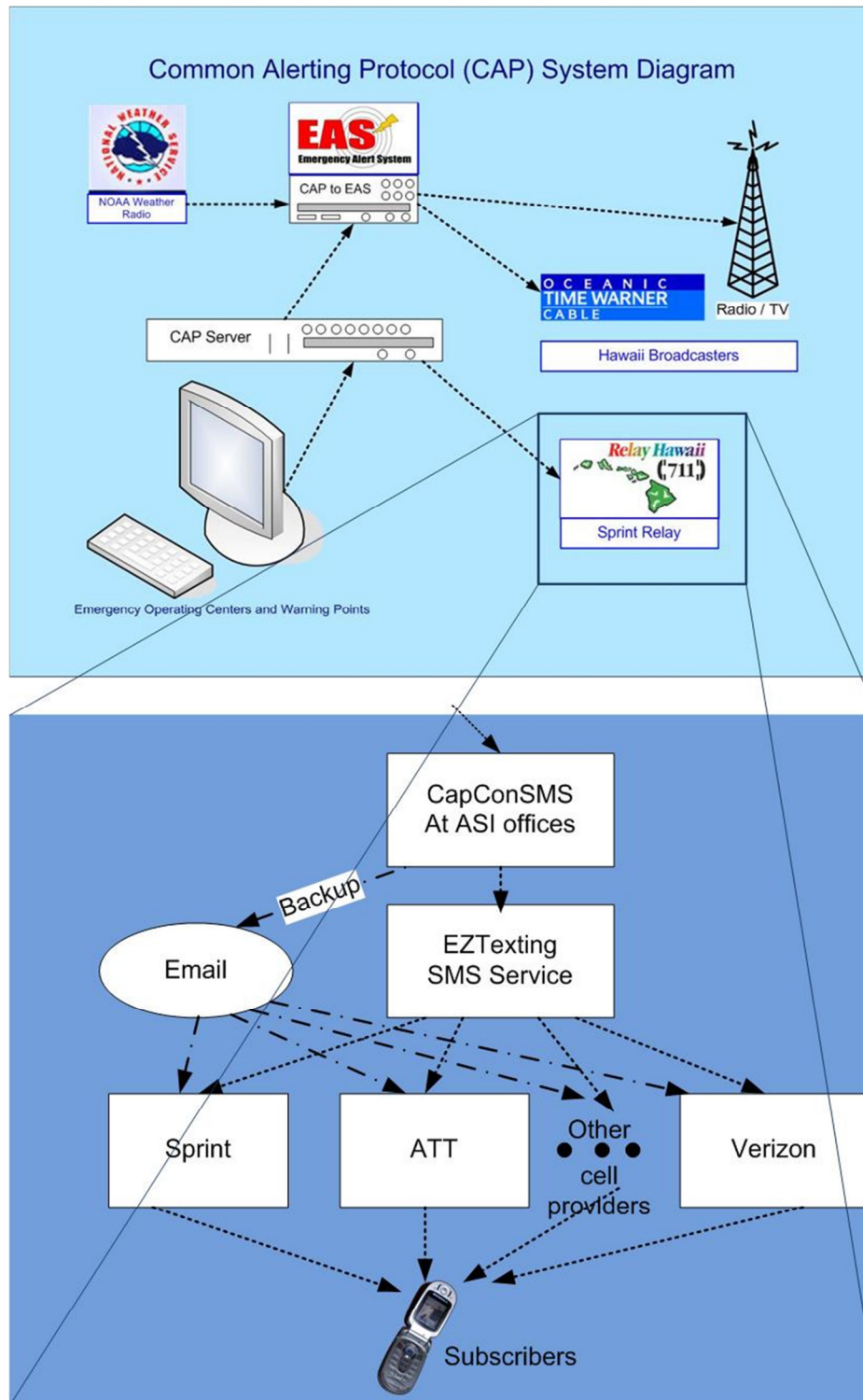


Figure 75 – Diagram of ENS Service





### Authentication and Security

Authentication keys are used in the messaging between Sprint's network and the handset, ensuring that the messages are genuine and not subject to intercept, modification or spoofing. For sensitive messages, the system also has the ability to encrypt the message providing an extra layer of security.

### Registration

Sprint makes it easy for Deaf and Hard-of-Hearing users to register for the ENS Alerts. To qualify for the Emergency Notification System (ENS), Sprint requests that users:

- ◆ Be a Hawai'i resident or kama'aina.
- ◆ Have proof of hearing loss, or have a communication disorder as certified by a doctor or audiologist's report.
- ◆ Own a wireless device (open to any wireless carrier)<sup>6</sup>.

The Relay Hawaii website contains an application for users to register or update their registration. The program will continue to be limited to people who meet the established criteria of the RHEP and be limited to up to 2,000 users. A sample application has been provided in the figure below.

The image shows a sample application form for the Emergency Notification System (ENS). The form is titled "Emergency Notification System (ENS) Application Form" and features the Relay Hawaii (711) logo. It includes fields for "Full Name" (Last Name, First Name, Initial), "Current residence" (Kauai, Oahu, Maui/Molokai, Big Island), "Areas of interest (receive alerts)" (Kauai, Oahu, Maui/Molokai, Big Island), "Home Zip Code", "Email (computer)", "Email (mobile)", "Mobile number" (SMS/Text number), "Carrier" (i.e. Sprint, CDMA, T-mobile, etc.), and "Mobile phone model" (i.e. Blackberry 8530). There is a section for eligibility criteria with five numbered questions and checkboxes for "Yes" or "No". The form also includes a section for "Applicant's signature" and "Date", and a section for "Parent or Guardian's signature (if under 18 years of age)". The Sprint Relay logo is at the bottom right.

Relay Hawaii (711) | Emergency Notification System (ENS) Application Form

Full Name: Last Name First Name Initial

Current residence: ☐ Kauai ☐ Oahu ☐ Maui / Molokai ☐ Big Island

Areas of interest (receive alerts): ☐ Kauai ☐ Oahu ☐ Maui / Molokai ☐ Big Island (Check all apply)

Home Zip Code: Email (computer):

Email (mobile):

Mobile number: Carrier: (SMS/Text number) (i.e. Sprint, CDMA, T-mobile, etc.)

Mobile phone model: (i.e. Blackberry 8530)

To be eligible for ENS through Relay Hawaii Equipment Program (RHEP), you **must** provide a copy of the appropriate documentation for your disability. If you are deaf / hard-of-hearing, you must submit a doctor's certificate or an audiologist's report. **Or**, if you have a communication disorder, you must submit certification by a physician or speech-language pathologist.

1. I have submitted documentation to the Relay Program Manager. ☐ Yes ☐ No

\*\*\*If yes, please stop here.

2. Have you enclosed a doctor's certificate or audiologist's report? ☐ Yes ☐ No

3. Have you enclosed a Physician's or Speech-Language Pathologists' Certification? ☐ Yes ☐ No

4. I understand that I must be a Hawaii resident. ☐ Yes ☐ No

5. I understand that I will not be eligible for the ENS program when I am no longer a Hawaii resident. ☐ Yes ☐ No

Applicant's signature Date

Parent or Guardian's signature (if under 18 years of age)\*\*  
Relay Hawaii Equipment Program (RHEP)  
\*\*If applicant is under 18 years of age, signature from a parent or guardian is required.

Sprint Relay

Figure 76 – Sample ENS Application

Emergency messages are transmitted to those registered devices on any wireless Carrier's network. Sprint will continue to work with the Commission and State Civil Defense to determine what will constitute an emergency and what type of reporting is desired.

<sup>6</sup> Individuals are responsible for any charges associated with receiving messages and advised to check with their wireless carrier about coverage plans.



### ***Upgrades to the ENS System***

Sprint is pleased to announcing continuing upgrades to the ENS system, as a part of the new contract. The main difference in this upgrade is additional flexibility, as the Account Manager will have direct access into the web tools, making it easier to:

- ◆ Add additional users
- ◆ Access individual log files, by subscriber
- ◆ Send a test text message to an individual subscriber
- ◆ Send e-mail (if SMS message fails)
- ◆ Access activity reports on server

This new upgrade will take approximately three weeks to implement. The current system will continue to function during the implementation process, ensuring customers are not impacted.

### **2.16 Additional Requirements for FCC Certification**

**Offerors shall identify other FCC requirements for certification related to TRS service provider operational, technical or functional performance not otherwise listed in this section of the RFS and specify how those requirements will be met.**

Sprint has read, understands and will comply.

Sprint's proposal is submitted in response to Hawai'i's RFS for TRS and is an FCC fully compliant Relay Service. There are no additional FCC requirements for the provision of TRS other than what is provided in the State's RFS and Sprint's proposal submitted in response thereto.

Please review Appendix J – FCC Mandatory Minimum Standards Matrix, which demonstrates Sprint's compliance to each FCC requirement. All of the current operational, technical and functional features and standards implemented by Sprint meet or exceed standards mandated by the FCC.



## ***Section 3: Service Provider Proposal Format***

### **3.1 Introduction**

Offerors are required to present their proposals in accordance with this section. Proposals should be prepared simply and economically to provide a concise description of the Offeror's approach and capabilities for satisfying the required services outlined in this RFS.

It is important for proposals to be complete. In the event an Offeror chooses not to respond to any section of the response format, the Offeror should then, in place of the appropriate section, indicate the reason for the omission of a response. In addition, Offerors should address any and all anticipated difficulties and problem areas along with potential approaches to their resolution.

Offerors may make certain assumptions or use simplifying conditions in their proposals. However, those assumptions of conditions must be clearly identified and the rationale behind them fully explained.

Offerors should provide one (1) original and six (6) copies of their proposal and two (2) compact discs or digital video discs, in a format that conforms to the following outline discussed below.

Sprint has read, understands and has complied.

### **3.2 Transmittal Letter**

Offerors shall provide a transmittal letter on Offeror's official business letterhead and must be signed by an individual or individuals authorized to legally bind the Offeror to the work proposed. The transmittal letter shall identify all material and enclosures being forwarded collectively as a response to this RFS.

The Offeror must acknowledge receipt of any amendments to the RFS by amendment number. If the Offeror is willing to comply with all requirements of the RFS, the Offeror must make a positive statement to that effect in its transmittal letter. If the Offeror is unwilling to comply with any terms, conditions, or other requirements of the RFS, the letter must so indicate here and in the appropriate section of the Offeror's proposal. If in the body of the proposal the Offeror indicates technical noncompliance with the RFS, the offeror may be rejected by the evaluation committee notwithstanding any assurances in the transmittal letter. Offerors are invited to use the transmittal letter or the beginning of their proposal to provide an overview of their proposal or other summary information that will provide a valuable context for the detailed review of the remaining contents.

The transmittal letter shall include the following:

Sprint has read, understands and has complied.

#### **3.2.1 Terms and Conditions**

A statement indicating that the Offeror understands and will comply to all terms and conditions of the RFS.

Sprint has read, understands and has complied.



### 3.2.2 Legal Entity

---

A statement indicating that the Offeror is a corporation or other legal entity (which must be specified, i.e., corporation, partnership, joint venture, etc.), and indicating the jurisdiction where the Offeror is organized.

Sprint has read, understands and has complied.

### 3.2.3 Federal Tax ID No.

---

A statement setting forth the Offeror's Federal tax identification number ("I.D.").

Sprint has read, understands and has complied.

### 3.2.4 Provider

---

A statement that the Offeror maintains an active and current certificate of registration as required by HRS §103D-310. A true and certified copy of its certificate of registration must be provided and a State GET I.D. must also be provided.

In lieu of requesting individual compliance documents, Offerors may expedite the process by utilizing the Hawaii Compliance Express ("HCE"), which can provide a 'Certificate of Vendor Compliance' for your business entity. Businesses register online through a simple wizard interface at <http://vendors.ehawaii.gov>. The HCE provides current compliance status as of the issuance date. The "Certificate of Vendor Compliance" indicating that vendor's status is compliant with the requirements of HRS § 103D-310(c) shall be accepted for both contracting purposes and final payment. Vendors that elect to use HCE services will be required to pay an annual fee of \$15.00 to the Hawaii Information Consortium, LLC (HIC). HCE can be accessed online at <http://vendors.ehawaii.gov/hce/splash/welcome.html>.

It is strongly recommended that vendors utilize HCE. Vendors choosing not to participate in the HCE program will be required to provide each of the paper certificates as instructed below.

Sprint has read, understands and has complied.

Sprint has provided a true and certified copy of its certificate of registration and State GET I.D. as a part of Appendix A. In addition, Sprint has utilized the Hawai'i Compliance Express ("HCE") and provide a Certificate of Registration.





### **3.2.5 HRS Chapter 237 Tax Clearance Requirement for Award.**

---

**Instructions are as follows:**

**Pursuant to HRS §103D-328, the Successful Offeror shall be required to submit an original tax clearance certificate issued by the Hawaii State Department of Taxation ("DOTAX") and the Internal Revenue Service ("IRS"). Offerors are urged to submit a valid tax clearance certificate together with their proposals. If this is not feasible, the certificate should be applied for at DOTAX or the IRS and submitted to the Commission as soon as possible. If a valid certificate is not submitted on a timely basis prior to award of the contract, an offer otherwise responsive and responsible may be rejected and not considered for award.**

**The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. It must be valid on the date it is received by the Commission.**

**The tax clearance certificate shall be obtained on the State of Hawaii, DOTAX TAX CLEARANCE APPLICATION Form A-6 (Rev. 2006), which is available at the DOTAX and IRS offices in the State of Hawaii or the DOTAX website, and by mail or fax:**

**DOTAX Website (Forms): [http://www.hawaii.gov/tax/a1\\_1alphalist.htm](http://www.hawaii.gov/tax/a1_1alphalist.htm)**

**DOTAX Forms by Fax/Mail: (808) 587-7572**

**1-800-222-7572**

**Completed tax clearance applications may be mailed, faxed, or submitted in person to the Department of Taxation, Taxpayer Services Branch, to the address listed on the application. Facsimile numbers are:**

**DOTAX: (808)587-1488**

**IRS: (808)539-1573**

**The application for the clearance is the responsibility of the Offeror, and must be submitted directly to the DOTAX or IRS and not to the Commission. However, the tax clearance certificate shall be submitted to the Commission.**

**Sprint has provided an HCE Certificate of Vendor Compliance as referenced in Section 3.2.5 as a part of Appendix A.**



### **3.2.6 HRS Chapters 383 (Unemployment Insurance), 386 (Workers' Compensation), 392 (Temporary Disability Insurance), and 393 (Prepaid Health Care) Requirements for Award.**

Instructions are as follows:

Pursuant to HRS §103D-310(c), the Successful Offeror shall be required to submit a certificate of compliance issued by the Hawaii State Department of Labor and Industrial Relations ("DLIR"). The certificate is valid for six (6) months from the date of issue and must be valid on the date it is received by the Commission. A photocopy of the certificate is acceptable to the Commission.

The certificate of compliance shall be obtained on the State of Hawaii,

DLIR APPLICATION FOR CERTIFICATE OF COMPLIANCE WITH HAR SECTION 3-122-112, Form LIR#27 which is available at [http://hawaii.gov/labor/ui/forms/UI-LIR27\\_herman.pdf](http://hawaii.gov/labor/ui/forms/UI-LIR27_herman.pdf). The DLIR will return the form to the Offeror who in turn shall submit it to the Commission.

The application for the certificate is the responsibility of the Offeror, and must be submitted directly to the DLIR and not to the Commission. However, the certificate shall be submitted to the Commission.

Sprint has provided an HCE Certificate of Vendor Compliance as referenced in Section 3.2.5 as a part of Appendix A.

### **3.2.7 Compliance with HRS § 103D-310(c) for an Entity Doing Business in the State.**

Pursuant to HAR § 3-122-112, the Offeror shall be required to submit a CERTIFICATE OF GOOD STANDING ("CoGS") issued by the BREG. The CoGS is valid for six (6) months from date of issue and must be valid on the date it is received by the PUC. A photocopy of the CoGS is acceptable to the PUC.

To obtain the CoGS, the Offeror must first be registered with the BREG. A sole proprietorship, however, is not required to register with the BREG, and therefore not required to submit the CoGS. On-line business registration and the CoGS are available at [www.BusinessRegistration.com](http://www.BusinessRegistration.com). To register or obtain the CoGS by phone, call (808) 586-2727 (M-F 7:45 a.m. to 4:30 p.m. HST). Offerors are advised that there are costs associated with registering and obtaining the CoGS.

Sprint has provided an HCE Certificate of Vendor Compliance as referenced in Section 3.2.5 as a part of Appendix A.

### **3.2.8 Final Payment Requirements.**

The Successful Offeror is required to submit a tax clearance certificate for final payment on the contract. A tax clearance certificate, not over two months old, with an original green certified copy stamp, must accompany the invoice for final payment on the contract.

In addition to the tax clearance certificate, an original "Certification of Compliance for Final Payment" (SPO Form-22) will be required for final payment. A copy of this form is available at [www.spo.hawaii.aov](http://www.spo.hawaii.aov). Select "Forms for Vendors/Contractors" from the menu.

Sprint has read, understands and will comply.



**The Successful Offeror will be required to assume responsibility for the life of the contract for all contractual activities, products, and deliverables identified in the RFS and offered in the Successful Offeror's accepted proposal whether or not the Successful Offeror directly performs or provides them.**

**Further, the Successful Offeror will be considered the sole point of contact with regard to contractual matters. If it is known that a part of the work is to be subcontracted or provided by a third party, the Successful Offeror's proposal shall include, at a minimum, the following information:**

- 1. List of all known subcontractors, manufacturers, and other providers of products or services;**
- 2. Names and addresses of all subcontractors, manufacturers, and other providers of products or services;**
- 3. Description of work to be subcontracted and products to be provided by third parties;**
- 4. Descriptive information concerning the organization of subcontractors and third parties as well as resumes, including two (2) professional references, of subcontractor staff;**
- 5. Descriptive information about the previous relevant experience of all subcontractors and third parties and their proposed staffs;**
- 6. Descriptive information relating to the nature and duration of the previous relationship of all subcontractors and third parties with the Offeror; and**
- 7. Explanation of any existing contractual relationships between the Offeror and subcontractors, or among subcontractors.**

Sprint has read, understands and will comply, subject to the following clarifications:

(a) Sprint does not consider local exchange carriers to be Sprint subcontractors and will not be responsible for the actions or inactions of access providers. In addition, Sprint does not consider the State's subcontractor approval rights or other subcontractor requirements set forth in the RFS or any resulting contract to be applicable to any agreements, subcontracts or other business arrangements between Sprint and its Affiliates, roaming partners, suppliers, subcontractors or any third-parties relating to the provision of any Products or Services purchased or used by the State (collectively, "General Supply & Support Agreements") where such General Supply and Support Agreements were entered into for the purpose of providing Products and Services to Sprint customers generally (as opposed to specifically for the State).

(b) The State's approval of the subcontractors identified in Sprint's Proposal shall be deemed granted in the event the State executes a Contract with Sprint relating to this RFS.

Acknowledgements and detailed information on Sprint's subcontractors can be found in the Transmittal Letter, as instructed. Sprint agrees it will assume all responsibility for its subcontractors. As prime vendor, Sprint is responsible for overall service performance and requires the ability to manage its subcontractors as necessary to fulfill the overall service performance if and when a subcontractor is required.

Sprint plans to use the following long-standing Sprint subcontractors to provide services to meet the needs of the Relay Hawai'i program:



- ◆ CSD will continue to manage the Honolulu Relay Center and several network Call Centers that will handle Relay Hawai'i overflow traffic.
- ◆ Caption Colorado will continue to provide Relay Conference Captioning (RCC).
- ◆ Weitbrecht Communications Inc. (WCI) will continue to provide the landline equipment and manage repairs for the equipment distribution program.
- ◆ Captioned Telephone, Inc. (CTI) will continue to provide the CapTel Call Center services.
- ◆ Solix will continue to provide the Fund Management services as required by this RFS.
- ◆ Alerting Solutions, Inc. will continue to provide the Emergency Notification System.

In addition, CSDVRS currently provides Video Relay Services platform and call center operations for Sprint. In the event that this service is transferred to the State of Hawai'i, Sprint will provide the required subcontractor certifications and assurances.

### **3.2.9 Subcontractor**

**If one or more subcontractors will be used, a statement shall be submitted by each subcontractor, signed by an individual authorized to legally bind the subcontractor and stating:**

- 1. The general scope of the work to be performed by the subcontractor; and**
- 2. The subcontractor's willingness to perform the work indicated.**

**In addition, each subcontractor shall submit to the PUC, a tax clearance certificate from the Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the subcontractor have been paid.**

**If the Offeror chooses to subcontract any work required by this RFS within its proposal, the Offeror is responsible for including appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by the Offeror and the State and to ensure that the State is indemnified against any and all claims of damage, loss and cost (including attorney fees) of any kind of related to a subcontract in those matters described in the contract between the State and the Offeror. The Offeror shall expressly understand and agree that it shall assume and be solely responsible for all legal and financial responsibilities related to the execution of a subcontract. The Offeror shall agree and understand that the utilization of a subcontractor to provide any of the products/services in the contract shall in no way relieve it of the responsibility for providing the products/services as described and set forth herein, and in the contract. In addition, the activities performed by all subcontractors must be integrated in with the operations of the Successful Offeror, such that the PUC perceives a single service entity.**

**The Successful Offeror must provide the State with notice prior to establishing any new subcontracting arrangements and before changing any subcontractors. The PUC reserves the right to require the Successful Offeror to replace any subcontractors, as well as staff members, found to be unacceptable to the PUC for any reason.**

Information on Sprint's subcontractors can be found in the Transmittal Letter, as instructed. In addition, each of Sprint's subcontractors has provided a letter of acknowledgement in Appendix A. Tax certificates have been provided for subcontractors who have completed the process in Appendix A. Remaining subcontractors are continuing to work on the required certificates, which will be provided as soon as possible to the State..





### 3.2.10 Non-discrimination

---

**A statement of affirmative action that the Offeror does not discriminate in its employment and collection practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin, handicap or disability.**

Sprint has read, understands and has complied.

Sprint serves a diverse customer base. We are committed to Affirmative Action and Equal Employment Opportunity (EEO), and we embrace a culture of inclusion. Because diversity promotes creativity and innovation, which helps us sustain a competitive edge, we conduct business without regard to an individual's race, color, religion, creed, sex, gender identity, sexual orientation, age, disability, national origin or ancestry, as well as citizenship, marital, veteran, and family and medical leave status or any other status protected by law.

Additionally, as an equal-opportunity employer, we will not discriminate against anyone due to status including, but not limited to, an individual's race, color, religion, creed, sex, gender identity, sexual orientation, age, disability, national origin or ancestry, as well as citizenship, marital, veteran, and family and medical leave status or any other status protected by law. This policy applies to all employment decisions, including, but not limited to, recruiting, hiring, compensation, promotion, benefits, discipline, termination, job assignments and training. In addition, all company facilities provided for employees are available on a nondiscriminatory basis as are Company-sponsored employee recreational and social activities.

We are committed to creating a professional, inviting work environment free of harassment, which is any unwelcome verbal, physical, or visual conduct based on an individual's protected status.

Incidents of harassment or discrimination should be reported to a manager, Human Resources Representative, or the Ethics Helpline so they may be investigated promptly and thoroughly.

Sprint Nextel prohibits harassment, discrimination, and retaliation against any applicant or employee because he or she (1) files an internal complaint or a complaint alleging employment discrimination with a federal, state or local agency; (2) assists or participates in the investigation of such a complaint, audit, compliance review or similar government procedure; (3) opposes any practice made illegal by applicable federal, state or local equal employment laws or (4) exercises any other rights granted by one or more of these laws.

Affirmative action will be taken to employ, advance in employment and otherwise treat qualified disabled individuals and disabled veterans, veterans of the Vietnam era and other covered veterans without discrimination. The Company will make reasonable accommodations to physical and mental limitations of employees and applicants, consistent with the qualifications required for the work to be performed and the effective operation of the Company.

### 3.2.11 Approval of Offeror's Recommendations

---

**A statement that the Offeror agrees that the PUC reserves the right to disapprove Offeror recommendations without penalty, when they conflict with the policy or fiscal interests of the PUC, as determined by the PUC.**

Sprint has read, understands and has complied.



### 3.2.12 Contact Person

---

**Include the name and telephone number of a person who may be contacted during the evaluation process to discuss the Offeror's proposal.**

Sprint has read, understands and has complied.

### 3.2.13 Availability

---

**This section shall describe the Offeror's availability in order to provide the services described in this RFS.**

Sprint has read, understands and has complied.

### 3.3 Technical Component (Response to the Scope of Work)

**Starting with paragraph 2.1 in the Section 2 Scope of Work portion of this RFS, offerors shall respond to each paragraph and subparagraph of the section using the same numbering system. Offerors must respond directly to each section with a complete response detailing how the specification(s) therein will be met.**

Sprint has read, understands and has complied.



### **3.4 Price Component (Response to the Scope of Work)**

This section of the proposal must contain the Offeror's fixed price per call minute for the total effort required to implement and operate the proposed services and may contain other price elements for any additional services, including those on a flat rate basis. Each separate and distinct price element of the price component shall be clearly described and explained. Prospective TRS providers must submit a proposal reflecting billing and collection through a percentage surcharge upon the revenues of every telecommunications carrier in the State. Estimated proposal prices are not acceptable. Payments will be based on contracted services actually performed in accordance with the fixed price determined through this competitive bid. The Commission will reimburse the contractor monthly at the fixed price rate for all billable call minutes. To ensure that all Offerors use the same criteria to determine billable call minutes, a call minute is defined as the time, in minutes and seconds, from the moment when a CA is ready to render assistance and ready to accept information to process a call until both relay users disconnect. This shall not include the time prior to the moment when a CA is ready to accept information to process a call, or time that the caller is in a queue or on hold waiting for the CA. Each Offeror will submit a total price per call minute (flat rate) based upon information derived from this RFS. It is anticipated that each Offeror will carefully evaluate numerous factors in arriving at its proposed price. Effectiveness of outreach efforts and increased advertising will have a direct bearing on future call volumes. A flat rate per call minute over a three (3)-year period should take into consideration the anticipated continued increases in call volumes and resulting economies of scale. Efficiencies gained through anticipated technological advancements over the three (3) years should also be considered. In addition, Offerors must consider in their proposed cost the administrative costs of billing and collecting service revenues from telecommunication carriers. Also, the Offeror will assume all responsibility for cost associated with establishing, accounting and maintaining the service revenues and expenses in a separate fund or account as required under Section 3.4.2. Offerors must submit a firm price quotation. Estimated prices or incomplete prices may be used as a basis for rejection of a proposal. The price contained in the Offeror's proposal shall be binding for the initial three (3) years of the contract period. For the following years, with the provision for the Commission to continue service for an additional three (3) years, the price can not be increased by more than five percent (5%) each year unless the contractor and the Commission mutually agree that a 5% cap is unrealistic or unfair. No deviations, qualifications or counter offers will be accepted. The Commission reserves the right to reject all proposals.

Sprint has read, understands and has complied.

Please see Appendix H for Sprint's pricing information. Sprint has provided a fixed price per-call-minute for the total effort required to implement and operate the proposed services as well as the price elements for additional services, including those on a flat rate basis. Sprint has provided separate and distinct price elements for each price component along with clear described and explained.

Sprint's proposal reflects the continued billing and collection through a percentage surcharge upon the revenues of every telecommunications carrier in the State.

Sprint's proposal prices are firm, not estimates. Sprint understands that payments will be based on contracted services actually performed in accordance with the fixed price determined through this competitive bid with the Commission reimbursing Sprint based on the monthly at the fixed price rate for all billable call minutes along with optional flat-rate based services.

Sprint acknowledges that a "call minute" is defined as the time, in minutes and seconds, from the moment when a CA is ready to render assistance and ready to accept information to process a call until



both relay users disconnect. This will not include the time prior to the moment when a CA is ready to accept information to process a call, or time that the caller is in a queue or on hold waiting for the CA.

Sprint's total price per-call-minute is based upon information derived from this RFS and takes into consideration all factors impacting pricing including emerging services, the affect of effective outreach plans, economies of scale, and efficiencies gained through anticipated technological advancement. In addition, Sprint's prices reflect administrative and fixed costs associated with the billing and collecting service revenues from telecommunication carriers, as defined in Section 3.4.2.

Sprint's prices will be binding for the initial three (3) years of the contract period. Sprint understands that the following years, with the provision for the Commission to continue service for an additional three (3) years, the price can not be increased by more than five percent (5%) each year unless Sprint and the Commission mutually agree that a 5% cap is unrealistic or unfair.

Sprint understands that no deviations, qualifications or counter offers will be accepted and that the Commission reserves the right to reject all proposals.

#### **3.4.1. Billing and Collection of TRS Revenues**

**The Selected Service Provider shall be fully responsible for all billing and collection of TRS revenues. This includes, but is not limited to, mailing and receiving invoices for payment, establishing any billing and collection agreements or contracts with other telecommunication carriers to assure proper payment for TRS, properly recording all TRS revenues and disbursements into a separate account or fund, providing detailed revenue and expense reports to the commission and other procedures that may be necessary.**

Sprint has read, understands and will comply.

Sprint proposes to continue to subcontract the Relay Hawai'i TRS Fund Management process to Solix (formerly NECA Services). Solix currently serves as the Administrator or fiscal agent for Federal and State government programs that provides approximately \$4 billion in annual support. Solix annually processes thousands of data collections, applications, re-certifications, and funds disbursements using its secure and user-friendly proprietary systems.

Figure 77 describes the Fund Collection and Disbursement processes provided by Solix. Sprint will continue to work with the Commission to ensure that all aspects of this requirement continue to be met in a professional and efficient manner.





## Fund Collection & Disbursement

Bottom of Form

Solix collects monies from designated contributors in support of government sponsored public benefit programs (or "funds"), and disburses program monies to eligible beneficiaries/recipients. In support of these services, Solix:

- Calculates program funding requirements and the assessment/assessment rate for any designated supporting contributors.
- Invoices fund contributors.
- Establishes secure bank lockboxes to receive electronic and check payments.
- Disburses funds electronically or by check to eligible recipients.
- Records and processes all information received from program contributors and recipients.
- Records all fund activity in our state-of-the-art financial system.
- Performs (past-due) collection activities and imposes late payment penalties, as required.
- Invests fund balances in short-term financial securities.
- Provides program-related financial reports to our clients.

Figure 77 – Fund Collection and Disbursement

### 3.4.2 TRS Account or Fund

**The Selected Service Provider shall be required to maintain and account for all TRS revenues and expenditures in a separate account. Such accounting shall include separated interstate and intrastate revenues and expenditures in accordance with jurisdictional separation procedures and standards set forth in the FCC's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended. The Selected Service Provider shall receive and deposit all payments from all carriers that are required to pay for TRS. The Selected Service Provider shall provide the Commission, at the end of each month, a statement or report of all deposits and withdrawals from this account, including beginning and ending balances. This report is due 15 days after the close of the previous month. Commission approval is required for any withdrawal from this account, as provided in Section 2.5.**

Sprint has read, understands and will comply.

Through our subcontractor Solix, Sprint will continue to maintain and account for all TRS revenues and expenditures as required in Section 3.4.1 above. Sprint will submit all required reports within the specified time frames.



### **Contributions to the Fund**

---

**All telecommunications carriers operating or providing telecommunications service, other than payphone providers, within the State shall contribute to the TRS fund. The commission shall annually, by order, set the amount of the contribution required to be made to the TRS fund by each telecommunications carrier, based upon a percentage surcharge upon the gross intrastate revenues of every telecommunications carrier in the State. Any changes to the contribution factor shall be made by Commission order. If no change is required, the contribution factor will continue at its current rate. Presently, for the period from July 1, 2010 to June 30, 2011, the surcharge is 0.12%. Each telecommunications carrier shall pay its contribution directly to the Selected Service Provider at dates and intervals set by the Commission. Any interest charges due to late payment shall be between the Selected Service Provider and the telecommunications carrier. Any interest earned from contributions to the TRS fund shall become part of the fund and be used to support the provision of current and future TRS.**

**Any amounts remaining in the TRS fund at the end of the contract period shall remain in the fund. If a new provider is selected, this fund transfers fully to the new provider.**

Sprint has read, understands and will comply.

Sprint continues to seek the Commission's assistance in enforcing contributions to the TRS fund. Sprint will look to the Commission for guidance on determining the annual contribution method and rate(s). Sprint will also bill, collect and retain from the National Exchange Carrier Association any applicable payments for interstate TRS minute revenues.



### 3.5 Management Component (Qualifications and Track Record of the Service Provider)

#### 3.5.1 Description of Service Provider, Subcontractors and Management Approach

**The offeror shall provide comprehensive descriptive information about the company that will be providing the relay service; a delineation of the relationship between the Offeror and any and all subcontractors; general internal management procedures for accomplishing the activities and an overview of any existing relationships with the State. It shall also provide information on key individuals on the management team who will be responsible for instituting and maintaining the relay services and provide an organization chart that demonstrates how relay services and individual relay centers fit into the overall organization.**

Sprint has read, understands and has complied.

Sprint was one of the first TRS providers in the nation when we entered the market in 1990. Today Sprint is the only TRS provider who offers all traditional and emerging TRS products including the TRS enhancements of captioning services, wireless services, emergency notification services and equipment.

Relay Hawai'i is one of 32 State contracts, with a Relay Center located in Honolulu, and backed-up by Sprint's remaining nine (9) domestic TRS and CapTel call centers. The Commission awarded the TRS and EDP contract to Sprint almost eight years ago. Over that time, the Relay Hawai'i team and the Commission have worked closely to continually add to, and refine the program.

As a significant indication of Sprint's commitment to the traditional TRS market, Sprint has replaced the entire TRS platform. This investment of resources and capital underscores Sprint's commitment to all of our State's TRS business.

While other providers have entered and exited and reentered the TRS market, or focused only on one or two products, Sprint has continuously led this industry for the past 20 years and currently is the only provider to offer all TRS, VRS, IP, and Captioning products, including Conference Captioning.

Relay Hawai'i is very unique in the traditional TRS market. Sprint has demonstrated through the current contract that we have in place the leadership necessary to not only meet the contract requirements, but to adapt and provide enhancements as they become available. While other providers wait until the end of contract cycles to launch new features, Sprint has demonstrated to the Commission that we are continually improving and enhancing the telecommunication options available to the community, regardless of contract cycles. Within the last contract term, Sprint implemented the following enhancements to Relay Hawai'i:

- ◆ New TRS Platform
- ◆ WebCapTel
- ◆ Support for the CapTel 800 and 800i phones
- ◆ Instant Messaging through GoogleTalk for Sprint IP
- ◆ Sprint 4G VRS software
- ◆ Sprint Mobile VRS (SMVRS) using handheld device

Today, the Sprint Relay Network encompasses ten (10) TRS and CapTel call centers throughout the United States. One of the key components behind Sprint Relay's growth and success is the continuous involvement of Relay users and their resulting ownership of the products and services. Sprint has implemented extensive Outreach programs and facilitated numerous Consumer Advisory Committees and focus groups to collect input and feedback on how TRS should be provided and the best way to



meet Relay user's needs. As a direct result of these efforts combined with our own initiatives, **Sprint introduced more than 250 product enhancements to the Sprint Relay platform.**

As a result of Sprint's proactive approach towards continuous improvement of the TRS product, we lead the industry by being the first provider to offer the following product developments and enhancements.

- ◆ First to offer – Automatic Number Identification (ANI) Database
- ◆ First to offer – Intelligent Computerized CA Workstations
- ◆ First to offer – Automated Billing with Detailed Reporting
- ◆ First to offer – Voice-Carry-Over Enhancements (No Typing)
- ◆ First to offer – Hearing-Carry-Over Enhancements (Hearing Through on Call Set-Up)
- ◆ First to offer – Scroll Back for ASCII and HCO Users
- ◆ First to offer – Identification of Customer and CA Gender
- ◆ First to offer – Identification of Background Noises
- ◆ First to offer – Error Correction (Spell Check)
- ◆ First to offer – Customer Branding
- ◆ First to offer – TRS Customer Database
- ◆ First to offer – Regional 800 Service
- ◆ First to offer – Speech-to-Speech Service
- ◆ First to offer – Speech-to-Speech/VCO Service
- ◆ First to offer – Access to 900 Numbers
- ◆ First to offer – Video Relay Service (VRS)
- ◆ First to offer – VRS Video Mail
- ◆ First to offer – VCO Gated Calls/Centers
- ◆ First to offer – State-wide CapTel Trials
- ◆ First (and only) to offer – E-Turbo/Dial Through
- ◆ First (and only) to offer – Relay Conference Captioning
- ◆ First (and only) to offer – Deaf-Blind Automated Pacing
- ◆ First (and only) to offer – Emergency Notification for Deaf and Hard-of-Hearing Community

The Federal Programs Division, where Sprint's TRS Sales/Marketing/Contracts business units reside, has been headquartered in Herndon, Virginia however the Executive team is expected to relocate to Overland Park, Kansas to the Sprint Campus. The Public Sector monitors all State and Federal Government contracts and services. The Sprint TRS support groups (Billing, Engineering, Product Innovation and Operations) are already located at Sprint's corporate headquarters in Overland Park, Kansas.

The Lead TRS Sales, Marketing and Program Management teams are located in Austin, Texas; Denver, Colorado; and Salem, Oregon. With the TRS Sales/Marketing personnel geographically closer to our Customers allows us to be more attentive to those customer's needs. Sprint Relay also has a team of Business Development Managers, Product Managers and Account Managers spread out across the continent in close proximity to their Sprint customers as well as easily accessible to the end-users we serve. The primary point of contact will be Lisa Tom in Honolulu, Hawai'i.



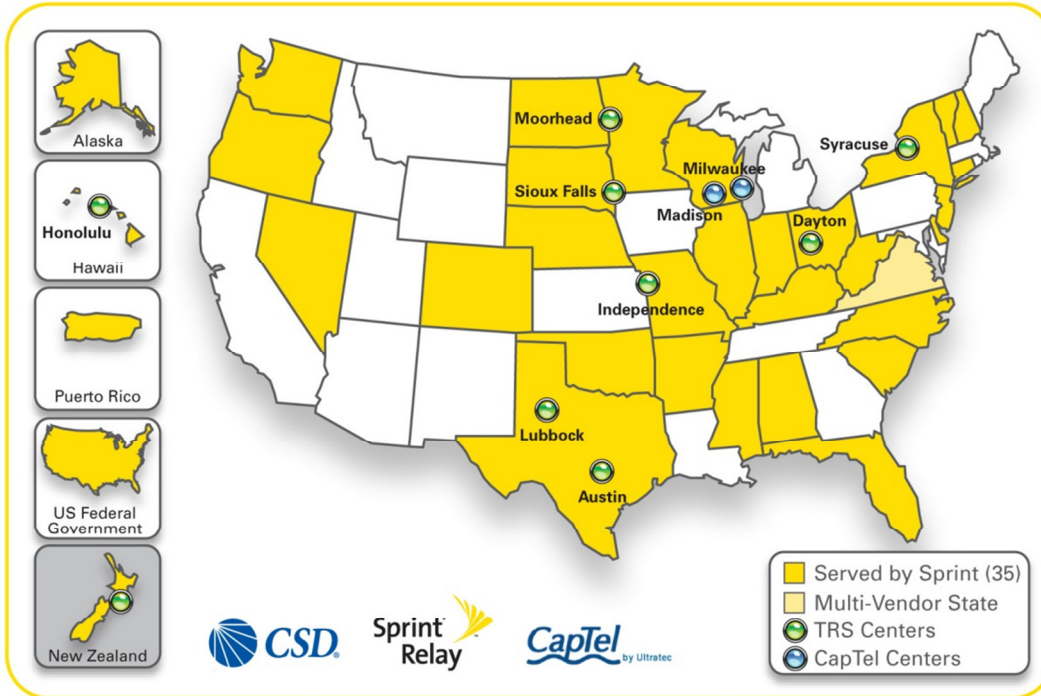


Figure 78- TRS National Map

Below is the organizational chart that depicts the relationship between Sprint Relay personnel and Sprint Management. The yellow-shaded areas represent the key people who will have direct responsibility for Relay Hawai'i service implementation, quality service, and future product innovations.

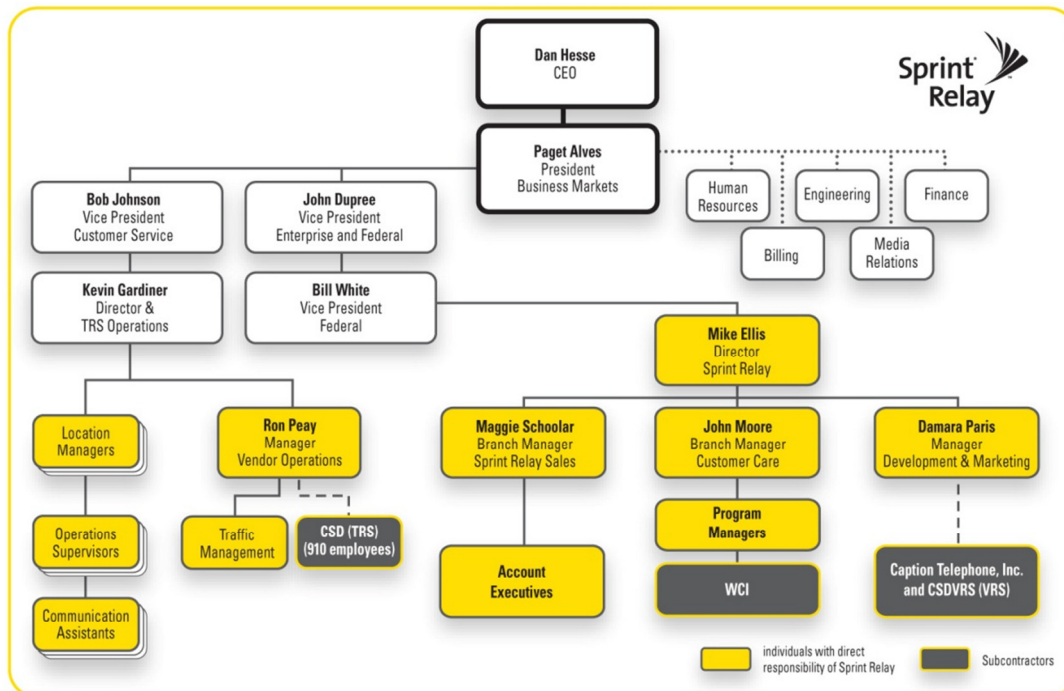


Figure 79 - Sprint Relay Organizational Chart



## Sprint Relay Life-Cycle Team Expertise

Sprint Relay has a dedicated Life-Cycle Team that is represented by Account Management, Billing, Contracts, Subcontracts, Engineering, Finance, Force Management, Operations, Product Management, Program Management, Sales, and Training. This team has exclusive responsibility for the Relay Hawai'i Service implementation, service quality, and future product innovations and strategies. The Life-Cycle Team concept has proven to be the benchmark of the Sprint Quality philosophy.

The Sprint Relay Life-Cycle Team supporting the Relay Hawai'i will be led by the Relay Hawai'i Account Manager Lisa Tom. The Account Manager's primary responsibility is to act as the primary conduit for the Commission, the HI-RAC, the community and the dedicated Relay Hawai'i Life-Cycle team. In addition, the Account Manager will have overall responsibility for contractual compliance, customer satisfaction and marketing of Relay Hawai'i service and Hawai'i, EDP. With support from the TRS Billing and CapTel™ Business Development units, Hawai'i's billing and collections of revenue and the CapTel™ program will be managed through Sprint's Supply Chain Management (sub-contracts) department.

The following table depicts the Hawai'i Life-Cycle Team and the respective areas of responsibility.

Position	Areas of Responsibility
<b>Key Personnel</b>	
Lisa Tom <i>Account Manager</i>	Manages the contract between the Commission and Sprint. Communicates Sprint TRS service policies and procedures with the Commission and user communities. Manages the EDP program, primary contact for WCI. Performs customer service functions for Relay Hawai'i users. Supports complaint resolutions. Manages Outreach and educational programs.
John Moore <i>Wireless and Wireline Care Manager</i>	Supervises the Hawai'i Account Manager's role w/regards to contract deliverables, and TRS service policies. Additional support in Outreach and 711 marketing plan for Relay Hawai'i. Supports Account Manager with service complaints and resolutions.
Liz D'Anna <i>Implementation Program Manager</i>	Coordinates planning and implementation for new services and product enhancements. Conducts program reviews of contractual compliance and service quality. Provides direct support to State Program Management and Sales for account issues, product/service presentations, and customer meetings.
Jim Skjeveland <i>Sr. Account Executive</i>	Sales representative for existing, new services, and product enhancements. Oversees customer contractual issues and ensures customer satisfaction. Provides direct support to Program Management and interfaces with the Commission regarding forecasting, trending and new product offerings. Primary contact for RCC and Emergency Notification vendors.
Maggie Schoolar <i>Sales Branch Manager</i>	The Branch Manager's responsible for ensuring all necessary Sprint resources are available to the Life-Cycle Team and is the first level of escalation for all sales-related issues.
<b>Supporting Personnel</b>	
Brian Adamson <i>Supervisor – Customer Service</i>	Manages 24/7 Customer Service for Relay Hawai'i users. Accepts commendations/ complaints regarding service and supports technical issues for end users. Provides information about the Relay Hawai'i Service and TTY Rental Program.
Sharon Behringer <i>Curriculum and Field Support</i>	Plans and designs TRS CA Training programs. Implements, evaluates, and monitors TRS and CapTel Quality programs.
Dennis Selznick <i>Business Development CapTel</i>	Manages existing and new innovations for the CapTel TRS platform. Primary interfaces with Ultratec, Inc. for CapTel quality and product initiatives.
Damara Paris <i>Manager of Marketing and</i>	Manages existing and new innovations for the TRS, VRS, IP, and CapTel platforms. Primary interfaces with TRS Industry representatives such as, FCC,



Position	Areas of Responsibility
<i>Development</i>	NECA.
Kris Owara <i>Billing</i>	Prepares and submits billable minutes/service monthly. Upon request by Commission, prepares and provides various types of ad hoc reports. Primary POC for Solix.
Roy Monica <i>Engineering</i>	Designs and develops new enhancements and technologies for the TRS platform. Tests and implements new developments and platform configurations. Oversees systems network and traffic management. Maintains systems maintenance.
Ronald Peay <i>Operations</i>	Oversees The CSD Relay Hawai'i daily traffic routing and staffing requirements to meet daily service levels.
Michaela Clairmonte <i>Contracts</i>	Supports the TRS contract between the Commission and Sprint.
Mike Black <i>Subcontracts</i>	Supports relationships with all Vendors and Sprint.

Figure 80 - Relay Hawai'i Life-Cycle Team

### ***The Sprint Difference – Diversity***

Diversity is a unique source of Sprint's energy and strength that is reflected in all aspects of how business is conducted. As a world-class telecommunications company serving a diverse customer base, Sprint realizes the importance of hiring employees who identify with their customers, Sprint proudly employs people with a variety of backgrounds, beliefs and abilities. This diversity allows our business to see the world from a fresh perspective and serve customers in creative new ways. The company's corporate culture helps employees feel personally rewarded, to perform their best and realize unlimited potential.

Sprint is one of the leading employers of people who are members of the disability communities served by TRS. Sprint is a recognized employer of people with disabilities and has been recognized by numerous organizations for its employment of persons with disabilities including the following:

- ◆ Ability Magazine awarded Sprint with a “Best Practices Award 2011” for its innovative implementation of Video Relay Service (VRS) and for its spirit of inclusion, both in the workplace and in the consumer marketplace.
- ◆ Careers & the Disabled Magazine ranked Sprint 20th on their list of companies that employees would most prefer to work for, and/or the company that provides the most positive working environment for people with disabilities.
- ◆ Enable Magazine named Sprint as one of the top 100 companies for hiring and advancing disabled employees.
- ◆ The National Business & Disability Council (NBDC) awarded Sprint the “Valued Customer Award”, recognizing “Sprint's leadership in developing technology and providing training and support services that vastly improve communications for people with disabilities.” Six Sprint employees were also recognized as NBDC Employees of the Year.
- ◆ Easter Seals honored Sprint with the “Equality, Dignity and Independence Award” for corporate leadership. Sprint was selected as an outstanding company that has made a significant impact through commitment to disabled employees and customers.



Sprint employs numerous Deaf and Hard-of-Hearing people in Sales, Marketing and other key positions, including Location Managers, Human Resources Managers, Supervisors and support Staff.



All of these Deaf and Hard-of-Hearing employees are also Sprint customers and have greatly influenced the development and quality of Sprint's products and services. Sprint also employs CAs who are Blind or Visually-Impaired. Utilizing adaptive equipment, CAs are able to "read" typed response in Braille. Sprint Relay has the most stable and diverse management team in the industry.

**Sprint is honored to have received 145 letters of support from Relay Hawai'i users** which can be found in Appendix B and attest to the success of the current program and the results demonstrated by the Sprint Relay Hawai'i team.

### **3.5.2 Service Provider Resources.**

---

**The Offeror, together with any subcontractors, must demonstrate that they can financially carry out all start-up and expansion costs to provide the State's relay services for the first two (2) months before it collects its first monthly surcharge. The Offeror must demonstrate adequate financial funding and technical ability to handle the relay calls that will be generated by the State, including possible increases in call volumes each year. The Offeror shall also demonstrate that they have the depth of personnel resources necessary to carry out all aspects of this RFS within existing financial constraints. The Offeror will be required to show financial statements from the last three (3) years or, if the Offeror has not been in business for three (3) years, since the business began.**

As the incumbent service provider, Sprint does not anticipate any concerns over delays between collection and reimbursement of surcharges. Sprint will also continue to utilise the same subcontractors and personnel used to support the current Relay Hawai'i system.

Sprint has a strong plan in place to maintain our financial stability and profitability, while at the same time providing our customers with the most advanced products and services. Sprint is financially sound with a large base of customers and healthy revenue streams. It is expected that our position will improve further as we pursue opportunities to drive better returns from our assets over the next few years and continue to focus on cash, cost management and driving accountability for executing our operating plan and achieving financial results.

Sprint continues to receive recognition for customer service leadership from prominent and well-read consumer publications and organizations including recent recognition by Vocal Laboratories Inc. (Vocalabs), which found that in 2010 Sprint moved to first place among its peers in call satisfaction and first call resolution, among surveyed customers.

#### ***Strong Financial Position***

Sprint's strong financial position is underscored by its strong liquidity, large customer base, and healthy revenue:

#### **Solid Liquidity**

The company generated Free Cash Flow of \$913 million in the 4th quarter and as of December 31<sup>st</sup>, 2010 Sprint had nearly \$5.5 billion in cash, cash equivalents and short-term investments.

- ◆ \$913M in Free Cash Flow in 4Q10
- ◆ \$5.5B in cash in 4Q10
- ◆ \$2.5B generated in 2010
- ◆ Sequential and year-over-year total quarterly net operating revenue growth

#### **Large Customer Base**

- ◆ Continue to service 49.9 million customers at the end of 4Q10



- ◆ Added nearly 1.1 million total wireless subscribers driven by net postpaid subscriber additions of 58,000, which include net subscriber additions of 519,000 for the Sprint brand - and best ever fourth quarter prepaid net subscriber additions of 646,000.
- ◆ Delivered postpaid churn of 1.86 percent - the best postpaid churn result Sprint has reported in the fourth quarter of any year. Sprint achieved its best ever annual postpaid churn of 1.95 percent in 2010.
- ◆ Serve 93% of the Fortune 500 companies

### **Healthy Revenue**

- ◆ 4Q10 OIBDA of \$1.315B
- ◆ Wireless post-paid ARPU of \$55 & prepaid ARPU of \$28

### **Improving Market Position**

Sprint is working to improve its market position through progress in Customer Care, 4G expansion and other programs delivering industry leading value to customers:

- ◆ Twelve consecutive quarters of improvement in Customer Care Satisfaction and First Call Resolution
- ◆ Sprint is the first national carrier to launch wireless 4G. Currently launched in over 70 markets, and covering 120 million people
- ◆ Sprint offers more 4G products than any other wireless carrier in the United States, including three handsets with a total of 18 4G connection cards, routers, computers and devices

### **Audited Statements**

Sprint audited financial statements, quarterly earnings and other financial information are available on the Sprint website at <http://investors.sprint.com/phoenix.zhtml?c=127149&p=irol-reportsannual>. As a publicly traded company, and according to current SEC regulations, Sprint must refer the State of Hawai'i to its Annual Report and 10-K filings for this information. We also appreciate your efforts to help us reduce costs and the use of paper by viewing our statements online.

### **Relay Services**

Revenue from the relay services and products are Sprint's second largest source of revenue under the Federal Programs division. Sprint does not make public the revenues associated with its Relay business.

Sprint is one of the most stable and financially secure Relay providers in the industry. Unlike other Relay vendors, who have had to sell or discontinue their TRS portfolios, Sprint has significant diversity in our product offerings and is in the position to weather down-turns or unexpected market trends in the industry.

Sprint has demonstrated its commitment by continuing to lead the market in investing in new technology and in fulfilling government commitments. Incurring costs in the fulfillment of this contract will not endanger Sprint or its subcontractor's financial stability. While some providers have left the Relay business or ceased offering some relay products in these tough economic times, Sprint has done the opposite.

- ◆ Sprint spent approximately \$12M to deploy a third generation TRS and IP platform (completed in 2008).
- ◆ Sprint continues to invest in the development and deploy new enhancements, products and trial services. Sprint is the only provider to offer a full suite of Relay products, enhancements and wireless services. Sprint offers a full suite of relay products including the following.





Relay Products	Sprint	AT&T	Hamilton
Traditional TRS	Yes	Yes	Yes
Deaf Blind Service (Pacing)	Yes	Yes	
Speech-to-Speech	Yes	Yes	Yes
Captioned Telephone (CapTel)	Yes		Yes
Internet Relay	Yes	Yes	Yes
Wireless Relay (Internet Relay through IM)	Yes	Yes	Yes
Video Relay Services	Yes	Yes	
4G VRS (on handheld device)	Yes		
WebCapTel	Yes		Yes
Emergency Notification System	Yes		

Figure 81 - Competitive Comparison of Services

### Subcontractors

Sprint intends to continue its partnership with its long-term partners to support Relay Hawai'i as these providers have proven to be reliable and responsive who are dedicated to quality. Sprint utilizes the services of Dun and Bradstreet, as well as its own lack of no previous negative relationship or business dealings to make this determination. Furthermore, Sprint has determined that its subcontractors have the financial resources, the facilities and the employment experience to provide the necessary framework for the services described herein. Sprint TRS Operations and Training departments will provide all support necessary to ensure success.

As privately held companies, Captioned Telephone, Inc., Caption Colorado, Solix and Alerting Solutions, Inc. do not disclose their financial information. Sprint has provided below publicly-available information to assist the State in its evaluation of these subcontractors.

- ♦ **Alerting Solutions Inc.** incorporated in California on January 4th, 1999. Until April 2009 it conducted business under the name "Hormann America, Inc." and on May 2009 the name was changed to "Alerting Solutions, Inc." to better reflect the company's activities. As a private company, no financial statements are provided. ASI has been profitable throughout its 12-year history. The revenue for the last 3 years was:
  - In calendar 2008, ASI had revenue of \$1.18 million.
  - In calendar 2009, ASI had revenue of \$1.59 million.
  - In calendar 2010, ASI had revenue of \$2.14 million.
- ♦ **Ultratec** and its wholly owned subsidiaries (CTI) are the leading operations and technology provider of CapTel and Weitbrecht, Inc. (WCI) the CapTel equipment provider are privately held companies and do not authorize financial information to the .
- ♦ **Caption Colorado, LLC** is a privately held company, and the related financial information is confidential. It is our understanding that information made available through a direct response to the State of Hawai'i's Request for Proposal (RFP) will be available in the public domain. In order to maintain the confidentiality of the company's financial position, we will not provide such information for inclusion in the proposal; however, we will make the information available to the appropriate representatives of the State of Hawai'i on a confidential basis, as requested. Caption Colorado is financially viable, which can be appropriately demonstrated



through the last five years of operations. Caption Colorado is licensed to do business in the State of Hawai'i. Caption Colorado's tax id number is W40764022.

Sprint has provided its own financial statements as well as CSD, its TRS vendor, for the past 3 years in Appendix L.

In addition, CSDVRS currently provides Video Relay Services platform and call center operations for Sprint. In the event that this service is transferred to the State of Hawai'i, Sprint will provide the required subcontractor certifications and assurances.

### 3.4.3 Service Provider Experience Providing Relay Services

**The Offeror shall provide sufficient information, including references, to allow the evaluation committee to determine the scope of the Offeror's experience which would enable them to provide the type of services described in this RFS. The Offeror shall describe all experience they have had in providing relay services or telecommunications equipment to the disabled. For applicable experience, the offeror shall provide a description of service, the state in which they were performed, and the names and phone numbers of the State Relay Administrators or other persons with the serviced entities responsible for evaluating the quality of services rendered and compliance with the contractual obligations. Offerors currently providing relay services for other states should provide current call volume data and the context for the provision of relay services to Hawaii.**

Sprint has provided a list of references in Figure 82 below for the evaluator's review. The evaluators are more than welcome to contact any of our references for information regarding our TRS and CapTel services. Sprint has provided documented experience to demonstrate Sprint and its subcontractor's experience as the most experienced Relay providers in the country. Sprint and its subcontractors have successfully performed work on contracts of a similar size and scope below.

	Contract Term	Call Volume	Contract Renewals	Point of Contact
ALABAMA	2003-2011	TRS 51,242 CapTel 45,033	Contract renewal (2 terms)	Jerry A. Renfro, Executive Vice President Alabama-Mississippi Telecommunications Association 334-265-1660
ALASKA	2002-2012	TRS 14,689 CapTel 11,954	Sprint is the technology subcontractor to CSD who holds the contract with the State.	Paul Manaois, Common Carrier Specialist Regulatory Commission of Alaska (907) 276-6222
ARKANSAS	2004-2011	TRS 20,140 CapTel 22,039	Contract renewal (2 terms)	Cheryl Padgett, CEI (501) 375-0086
COLORADO	1990-2011	TRS 61,801 CapTel 82,753	Contract renewal (4 terms)	Joe Benedetto, State Relay Administrator Colorado Public Utilities Commission TTY 303-894-2512; 303-984-2000(V)



CONNECTICUT	1993-2011	TRS 54,395 CapTel 52,224	Contract renewal (4 terms)	Peter Pescolosolido, Public Utilities Supervisor of Technical Analysis (860) 827-2616
DELAWARE	2005-2011	TRS 10,202 CapTel NA	Current contract	Crista Toney, Specialist- Public Policy, Verizon (215) 466-2084
FLORIDA	2000-2011	TRS 242,358 CapTel 236,006	Contract renewal (2 terms)	Bob Casey, Contract Administrator Florida Public Service Commission 850-413-6974
FEDERAL RELAY	1993-2011	TRS 15,228 CapTel 86,590	Contract renewal (4 terms)	Patricia Stevens, COTR General Services Administration (703) 306-6308
ILLINOIS	2000-2014	TRS 96,953 CapTel 85,714	Current contract	Trudy Snell Illinois Telecommunications Access Corporation (217) 698-4170 (in-state)
INDIANA	1992-2011	TRS 74,470 CapTel 106,082	Current contract	Virginia Barr, Director of Operations, Indiana Telephone Relay Access Corporation (InTRAC) 317-334-1413 V/TTY
KENTUCKY	2011-2014	TRS 14,689 CapTel 11,954	Current Contract	Jim Stevens, Kentucky Public Service Commission (502) 564-3940
MINNESOTA	1996-2011	TRS 93,466 CapTel 104,120	Sprint is the technology subcontractor to CSD who holds the contract with the State.	Rochelle Renee Garrow, TAM Administrator MN Department of Commerce (651)-297-8941
MISSISSIPPI	2003-2013	TRS 25,295 CapTel 26,292	Contract renewal (3 terms)	Randy Tew, Director, Communications Mississippi Public Service Commission (601) 961-5489
MISSOURI	1991-2011	TRS 81,408 CapTel 57,528	Contract renewal (4 terms)	John Van Eschen, Missouri Public Service Commission (573) 751-5525
NEBRASKA	2009-2014	TRS 28,942 CapTel 24,750	Current contract	Mr. Gene Hand, Director Nebraska Public Service Commission (402) 471-3101 (voice)
NEVADA	1991-2012	TRS 21,471 CapTel 19,620	Contract renewal (5 terms)	Betty Hammond, Relay Administrator (775) 687-4452 or (775) 687-3388 (TTY)



NEW HAMPSHIRE	1991-2011	TRS 12,825 CapTel 11,975	Current contract	Amanda Noonan, Director, Consumer Affairs Division NH Public Utilities Commission (603) 271-1164
NEW JERSEY	2006-2013	TRS 95,271 CapTel 110,884	Contract renewal (2 terms)	Patricia Campbell, Administrative Analyst, State of New Jersey Board of Public Utilities (973) 648-7694
NEW YORK	1997-2011	TRS 196,886 CapTel 228,485	Contract renewal (2 terms)	Angelo Rella, TAF Manager Targeted Accessibility Fund of NY (518) 443-2807
New Zealand	2004-2011	TRS 32,123	Current Contract	Paul Buckrell, <a href="mailto:paul.buckrell@consultel.co.nz">paul.buckrell@consultel.co.nz</a> +64 4 499 3341
NORTH CAROLINA	2000-2012	TRS 74,528 CapTel 157,751	Contract renewal (4 terms)	Tom Galey, Program Manager NC Dept. of Health and Human Services Division of Services for the Deaf and Hard of Hearing (800) 851-6099 (Voice/TTY)
NORTH DAKOTA	1993-2013	TRS 14,813 CapTel 7,178	Contract renewal (5 terms)	Mike Ressler, Deputy CIO and Director of ITD ND Information Technology Department (701) 328-1001
OHIO	1997-2014	TRS 184,526 CapTel 114,365	Contract renewal (3 terms)	Lisa Colosimo Public Utilities Commission of Ohio (614) 466-0126
OKLAHOMA	1993-2011	TRS 48,440 CapTel 19,366	Contract renewal (3 terms)	Bob Stafford, Contract Administrator State of Oklahoma (405) 525-7700
OREGON	1992-2012	TRS 27,550 CapTel 98,441	Contract renewal (5 terms)	Jon Cray, RSPF Manager Oregon Public Utility Commission 503-373-1400 (Voice)
PUERTO RICO	2001-2012	TRS 8,164 CapTel NA	Contract renewal (2 terms)	Roberto Miranda, Telecommunications Regulatory Board of Puerto Rico (787) 777-0778
SOUTH CAROLINA	1992-2013	TRS 62,810 CapTel 66,097	Contract renewal (3 terms)	Dawn Hipp, Director of Telecom The State of South Carolina Office of Regulatory Staff (ORS) (803) 737-0814
SOUTH DAKOTA	1990-2014	TRS 18,432 CapTel 17,584	Sprint is the technology subcontractor to CSD who holds the contract with the State.	Janet Ball Deaf Services Program Specialist Department of Human Services (605) 773-3195



TEXAS	1990-2011	TRS 151,271 CapTel 180,042	Contract renewal (3 terms)	Eileen Alter, Relay Texas Administrator, Public Utility Commission of Texas (512) 936-7132
VERMONT	2002-2012	TRS 6,169 CapTel 11,937	Contract renewal (3 terms)	Sunni Erikson, Contract Administrator VT Department of Public Services Division of Consumer Affairs (802) 828-4015
VIRGINIA	2004-2011	TRS NA CapTel 90,657	CapTel only  Current contract	Clayton E. Bowen, Relay and Outreach Manager VDDHH (804)662-9704
WASHINGTON	1998-2013	TRS 65,381 CapTel 37,130	Contract renewal (3 terms)	Bob Lichtenberg Dept. of Social & Health Services (360) 902-8000 V/TTY
WEST VIRGINIA	2009-2011	TRS 15,781 CapTel 11,846	Current contract	David Howell, Utility Financial Analyst, Utilities Division WV Public Service Commission (304) 340-0451
WISCONSIN	2009-2012	TRS 5,081 CapTel 6,610	Current contract	Jack Cassell, Contract Administrator Wilson, 8th Floor Madison, WI 53703 Fax (608) 266-2164 E-mail: Jack.Cassell@doa.state.wi.us
WYOMING	1992-2004 2011-2013	Network	Recently awarded new contract	Lori Cielinski Division of Vocational Rehabilitation (800) 452-1408 Voice/TTY

Figure 82 – Sprint Relay Customers

## Experience Providing Enhanced Services and Products

### Video Relay Service History

Sprint provides a full suite of VRS products and has a rich history of providing Video Relay services, which is currently reimbursable through the TRS fund, including the following:

- ◆ In 1995, Sprint worked with the State of Texas to first introduce the concept of Video Relay Service (VRS) and implemented a one-month trial of VRS.
- ◆ In 2001, the State of Texas entered into an agreement with Sprint to provide Video Relay Service to the residents of Texas before nationwide service was funded by the Interstate TRS fund.
- ◆ In 2002, Sprint teamed with CSD, the nation's largest non-profit Deaf organization, to launch the first nationwide Video Relay Service.
- ◆ In 2003, Telecommunications for the Deaf, Inc. (TDI) awarded Sprint and their VRS provider the Robert Weitbrecht Award for our pioneering efforts in Video Relay services.
- ◆ On November 1, 2005, Sprint began offering VRS 24 hours-a-day, 7 days-a-week. This action took place a full two months prior to the FCC mandate regarding VRS hours of operation.
- ◆ In 2006, Sprint launched personal toll-free numbers for VRS customers (also known as MySprintVRS numbers).





- ◆ In 2008, Sprint offers ten-digit local numbers for its VRS customers, as well as emergency access.
- ◆ In 2009, Sprint launches the first fully functional wireless VRS service through Sprint Video 4G using a personal computer (PC) and mobile broadband card.
- ◆ In 2010, Sprint launches SMVRS on a handheld wireless 4G device.

In addition, Sprint has been the provider of VRS to the Federal government since 2004.

### **Internet Relay Service History**

Sprint has a rich history of providing Internet Relay services including:

- ◆ In 2002, Sprint launches “Sprint Relay Online,” its first-generation Internet Protocol relay service offering support for IP calls and direct Customer Service access. The service is launched for both English and Spanish users.
- ◆ In 2005, Sprint announces its second generation Internet Relay product, “Sprint IP” with a more intuitive customer design.
- ◆ In 2006, Sprint offers access to Sprint IP using AOL™ Instant Messaging.
- ◆ In 2008, Sprint launches a trial Facebook™ Sprint IP application.
- ◆ In 2008, Sprint offers ten-digit telephone numbers for Sprint IP customers.
- ◆ In 2009, Sprint expands Instant Messaging access to GoogleTalk™.

In addition, Sprint has been the provider of Internet Relay to the Federal government since 2004.

### **Relay Conference Captioning (RCC) History**

Sprint has a rich history of providing Video Relay services including:

- ◆ In 2003, Sprint works with Caption Colorado to launch RCC services.
- ◆ In 2008, Sprint upgrades the RCC product to include access from select mobile devices.

In addition, Sprint has been the provider of RCC to the Federal government since 2004.

### **Emergency Notification Services (ENS) History**

Sprint is currently the only TRS provider offering an ENS service and has been offering the service to the State of Hawai'i since January 2009.

### **Equipment Distribution Program (EDP) History**

Sprint has provided Equipment Distribution programs since 1993 and has provided service in several states including the following:

- ◆ Connecticut
- ◆ Hawai'i
- ◆ Mississippi
- ◆ Puerto Rico



Page Intentionally Left Blank



## ***SECTION 4: Proposal Instructions, Evaluation and Award***

### **4.1 Submission and General Instructions**

It is the responsibility of the offeror to ensure that the Commission receives the proposal regardless of the delivery method used. Proposals must be postmarked by the date indicated in the RFS Schedule - Significant Dates (Section 1.5).

Submit one (1) original and six (6) copies of the proposal, as well as two (2) electronic copy in Word or Adobe Acrobat PDF format. The proposal package shall be delivered to or sent by mail to:

Hawaii Public Utilities Commission  
465 South King Street, Rm. 103  
Honolulu, Hawaii 96813  
Attention: Administrative Director

The proposal must be signed in ink by an officer of the Offeror who is legally authorized to bind the Offeror to the proposal. Proposals which are determined to be at a variance with this requirement will not be accepted.

Sprint has read, understands and complied.

### **4.2 Process**

An evaluation committee will evaluate the merits of the proposal received in accordance with the evaluation factors stated in this RFS and formulate a recommendation. The Commission will consider the recommendation and make a formal selection.

Failure of an Offeror to provide any information requested in this RFS may result in the disqualification of the proposal. This responsibility belongs to the Offeror.

Selection of the TRS provider in the State will be at the sole discretion of the Commission.

Sprint has read and understands.

### **4.3 Evaluation Factors**

The evaluation committee will evaluate proposals based on responses to the technical, cost and management components described in the RFS. The proposals will be scored on a 1,000 maximum point scale.

Sprint has read and understands.

#### **4.3.1 Technical Component (350 points)**

Responsiveness to Section 3 of this RFS will be evaluated based on:

- Compliance with mandatory requirements including operational, technical and functional standards;
- Quality of proposed TRS;
- Technical sophistication of proposed TRS network;
- Any proposed service and technological enhancements which improve service without significantly increasing cost; and
- Ability to meet proposed commencement date for TRS.

Sprint has read and understands.



#### **4.3.2 Price Component (300 points)**

---

**Of the qualifying proposals, the one with the lowest price per call minute will be awarded the maximum possible points for this component. Other proposals will be awarded points for this component equal to the lowest proposed price multiplied by the maximum possible points for this component, divided by the higher proposed price.**

Sprint has read and understands.

#### **4.3.3 Management Component (350 points)**

---

**The evaluation committee will evaluate the qualifications and track record of each Offeror as submitted in response to Section 3.5. It will award points for this component based on each offeror's overall ability, qualifications and experience in providing TRS.**

Sprint has read and understands.